

# DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT FREEDOM OF INFORMATION ACT REFERENCE GUIDE

## **I. Introduction**

The Freedom of Information Act (FOIA), (found in Title 5 of the United States Code, section 552), was enacted in 1966 and provides an important means through which the public can obtain information regarding the activities of federal agencies. Under FOIA, the Department of Housing and Urban Development is required to disclose records upon receiving a written request for them, except for those records (or portions of them) that are protected from disclosure by nine exemptions and three exclusions of the FOIA. This right of access is enforceable in court. In addition, a recent executive order directs that this right of access be supported at the administrative agency level by a "citizen-centered and results-oriented approach" to implementation of the FOIA.

The purpose of this reference guide is to familiarize you with HUD's procedures and regulations concerning the processing of FOIA requests. Following the guidance below will make it more likely that you will receive the information that you are seeking in the shortest amount of time, and without unnecessary expense. This Reference Guide also provides information on how to obtain HUD documents through means other than making a FOIA request, including through the World Wide Web. HUD's home page on the World Wide Web is at [www.hud.gov](http://www.hud.gov). HUD's FOIA home page is at <http://www.hud.gov/offices/ogc/foia/>.

Requesters should be aware that there is no central office in the government that processes FOIA requests for all federal agencies. Each agency responds to requests for its own records. Therefore, before sending a request to HUD you should determine whether this agency is likely to have the records you are seeking. Each agency should have information about its programs and operations on its website, so you may wish to review various agencies program descriptions on their respective websites before making a FOIA request. You may also wish to request a copy of that agency's guide from its FOIA office or view the reference materials on that agency's FOIA site on the World Wide Web. Links to the FOIA websites of other federal agencies can be found at the Department of Justice FOIA website at [http://www.usdoj.gov/04foia/other\\_age.htm](http://www.usdoj.gov/04foia/other_age.htm).

Other general sources of information about how to make a FOIA request include:

- ["Your Right to Federal Records."](#) This pamphlet is a joint publication of the General Services Administration and the Department of Justice. It is available for sale for one dollar per copy from the Federal Citizen Information Center, Department 320N, Pueblo, CO 81009 or (888) 878-3256. It also can be accessed on the Justice Department's FOIA site on the World Wide Web under "Reference Materials."
- ["A Citizen's Guide on Using the Freedom of Information Act and the Privacy Act of 1974 to Request Government Records."](#) This report is published by the Committee on Government Reform of the House of Representatives. It also can be accessed on the Justice Department's FOIA site on the World Wide Web under "Reference Materials" and is available for sale at the U.S. Government Printing Office by calling (202) 512-1808.
- Also, a more general publication, the ["Consumer Action Handbook,"](#) describes which federal agencies are responsible for specific consumer problems and where to write for assistance on them. Single copies of this publication may be obtained for free by calling (888) 878-3256. This booklet also can be accessed on the General Services Administration's site on the World Wide Web at [www.consumeraction.gov](http://www.consumeraction.gov).

In December 2005, President Bush issued an executive order on the FOIA, entitled "Improving Agency Disclosure of Information." The Executive Order requires all federal agencies to establish one or more FOIA Requester Service Centers as well as FOIA Public

Liaisons to assist FOIA requesters with inquiries about the FOIA process in general and their FOIA requests in particular. Accordingly, [Attachment A](#) of this Reference Guide contains a listing of HUD's FOIA Requester Service Centers and FOIA Public Liaisons, should you need customer service with your FOIA request.

The formal rules for the making of FOIA requests to HUD and the processing of FOIA requests by HUD are set forth in Chapter 15 of Volume 24 of the *Code of Federal Regulations*. This multiple-volume set is available in all law libraries and federal depository libraries. The regulations also can be accessed on HUD's FOIA site on the World Wide Web under "[FOIA Reference Materials](#)." However, in most cases, this Reference Guide should provide you with all the basic information that you will need to find publicly available information or to make a proper FOIA request.

## **II. Access to Records Without a FOIA Request**

Much information about HUD is already publicly available online in HUD's FOIA Reading Room, or on the various public websites established by HUD program offices. If you have access to the Internet, you do not need to make a FOIA request to obtain these documents. These records include:

1. Final opinions and orders made in the adjudication of administrative cases;
2. Final statements of policy and interpretations that have not been published in the *Federal Register*;
3. Administrative staff manuals and instructions to staff that affect members of the public;

4. Copies of records that have been the subject of a FOIA request and that also are the subject of sufficient public interest or curiosity that the agency believes that other persons are likely to request (or already have requested) them; and

5. The agency's annual FOIA report—which includes such information as the number of FOIA requests received by the agency, the amount of time taken to process requests, the total amount of fees collected by the agency, information regarding the backlog of pending requests, and other information about the agency's handling of FOIA requests.

HUD's FOIA electronic reading room can be accessed via the [FOIA home page](#). Go to [www.hud.gov](http://www.hud.gov) and click on the link at the bottom of the page titled "FOIA." You can directly access the FOIA home page at <http://www.hud.gov/offices/ogc/foia>. This website includes HUD's annual FOIA reports, a variety of reference and publicly available materials, and information on how to make a FOIA request. You will also find links to the Department's electronic reading room, containing records such as policy statements, final opinions, certain administrative staff manuals and records disclosed in response to a FOIA request that "the agency determines have become or are likely to become the subject of subsequent requests for substantially the same records."

The home page of HUD's Internet site at [www.hud.gov](http://www.hud.gov) contains a wealth of additional FOIA-related information that you are encouraged to explore in your search. HUD's home page also includes a link to [FirstGov](#), "The US Government's Official Web Portal," where you will find links to the World Wide Web sites of all other federal agencies. This home page also contains links to general information on various HUD programs and operations (look under "Information For..." to find links related to your area of interest). You can also sign-up under

the “Tools” section to be included on a variety of mailing lists associated with housing issues and programs.

The HUD Direct Distribution Center will accept orders over the phone or online for certain materials including publications, handbooks, forms, posters; and mortgagee letters, ethics letters, Title 1 letters, and labor relations letters. You can contact the Direct Distribution Center at <http://www.hud.gov/offices/adm/dds/index.cfm> or by phone Monday through Friday between the hours of 8:00 a.m. and 5:15 p.m. ET by dialing 1-800-767-7468.

Attachment B of this Reference Guide contains an index and descriptions of the Department's Major Information Systems. The descriptions of these information systems maintained by the Department may direct you to publicly available information and databases that you may easily access without making a FOIA request. These information system descriptions contain, if available, links to each systems' website where you will find detailed information on the system as well as contact information to obtain help in accessing the system or for additional information.

### **III. Where to Make a FOIA Request**

Because HUD's programs operate throughout the country, the records you are looking for may be located in HUD Headquarters in Washington, D.C., or in one of HUD's local field offices. If you are submitting a request for records located in a HUD field office, you should deliver or mail your request to the appropriate FOIA Requestor Service Center. See [Attachment A](#) for the address of the FOIA Requestor Service Center maintaining records for local HUD program operations in each geographical region. If you are submitting a request for records located in HUD Headquarters, you should deliver or mail your request to the FOIA Division,

Office of the Executive Secretariat, 451 7<sup>th</sup> St SW, Washington, DC 20410. You may also use the FOIA electronic request form on HUD's website at

<http://www.hud.gov/offices/ogc/foia/foia.cfm>.

#### **IV. How to Make a FOIA Request**

Although no special form is required by HUD, FOIA requests must be in writing, either handwritten or typed, and you should be fairly specific in what you request. Your request should clearly indicate that you are making a FOIA request. Although all requests for documents will be processed as FOIA requests, clearly identifying your correspondence as a FOIA request will help expedite the initial handling of your request. Your FOIA request should also reasonably describe the records you seek. Include information that you may know about the documents you are requesting, i.e., names, titles, dates, places, events, subjects, recipients, the program area(s) likely to maintain that record, etc. You may also indicate the form or format in which you would like the record made available. HUD will make a record available in the form requested, if the record is readily reproducible in that format.

Please note that the FOIA was designed to provide access to copies of government documents. It is not intended to be a means to ask questions, or obtain general information on program operations. If you have questions about HUD's programs, or participation in HUD's programs, you should contact the HUD division that operates the program at issue.

A FOIA request can be made for any agency record. This does not mean, however, that HUD will disclose all records sought. As noted above, there are statutory exemptions that authorize the withholding of certain information. When HUD does withhold information from you, it ordinarily specifies which exemption of the FOIA permits the withholding. You should

be aware that the FOIA does not require agencies to do research for you, to analyze data, or to create or recreate records in order to respond to a request.

HUD may be entitled to collect fees for processing a FOIA request. Fees are based on HUD's determination of which "category" or type of requester best describes you (commercial, educational or scientific institution, news media, or "other"). These categories are more fully described in the "Fees" section below. You should indicate which category you believe applies to you and give detailed information supporting your claimed fee category. You may specify in your request an amount up to which you would be willing to pay. If you do not do so, HUD will assume that you are willing to pay fees of up to \$250.

HUD will respond to your FOIA request in accordance with the policies explained in the "Response Times" section below. HUD may agree to give you all the records you requested or advise you that HUD will not give you some or all of the records you requested. For any denial or partial denial of your request HUD will explain why it has decided to not comply fully with your request, citing specific exemptions where applicable; describe the records withheld; estimate the volume of the records withheld, unless doing so would harm a protected interest; and explain how to appeal that decision.

If a fee is applicable to your request, HUD may respond by telling you that HUD's estimate of the fee is more than you have agreed to pay. In that event, you have the opportunity within 10 days to reformulate your request so that HUD may meet your request at a fee that is acceptable to you. HUD may delay sending a response until you have either paid your fee or committed to the amount of fee you will pay. You will be provided ten days to pay, or agree to pay, the fee. If you fail to respond, HUD may consider your request for records withdrawn and may terminate processing your request.

## **V. Response Times**

All federal agencies are required to respond to a FOIA request within twenty business days, excluding Saturdays, Sundays, and legal holidays. This time period does not begin until the request is actually received by the FOIA office at either HUD Headquarters or in the field, depending on where the documents are located. If you have sent your request to the wrong office, that office will send it to the correct office. Within 10 working days of receipt of your request by the FOIA office, you will be sent an acknowledgement letter. The acknowledgement letter will provide you with an “FI” number assigned to your request for tracking purpose, and the name of the FOIA specialist who will be processing your request. The acknowledgement letter will also provide an estimate of the time it will take for HUD to send you responsive documents.

HUD makes every effort to respond to FOIA requests as quickly as possible, but in some cases it simply cannot respond within the specified time period. This may be due either to the size of the request or to the fact that the Department has a backlog of previously received requests that are awaiting processing. HUD uses "multi-track" processing queues to deal with FOIA requests. HUD places requests in its routine track or complex track based on the amount of work and time involved in processing the request. In general, “routine” FOIA requests are processed more quickly than complex requests. Factors determining which track your request is assigned to include the amount of documents to be reviewed and whether the request involves responsive documents from multiple organizational units or program areas at HUD. When you receive your acknowledgment letter from the Department, you will be advised whether your request has been assigned to the routine or complex track. If your request has been assigned to



the complex track, you will have the option of consulting with the FOIA Specialist handling your request to determine whether your request can be modified or narrowed, and transferred to the routine track.

Under the FOIA, the time for an agency to respond can be extended when: (1) the office handling the request needs to collect responsive records from other offices; (2) the request involves a "voluminous" amount of records that must be located, compiled, and reviewed; or (3) HUD needs to consult with another government office that has a substantial interest in the responsive information. HUD may contact you regarding the processing of your request to discuss how you can modify or limit your request to speed up processing. Alternatively, HUD may ask that you agree to a different timetable for the processing of your request.

When a determination on your request is not made within the applicable time period and you have not agreed to a different response timetable, you may file suit in federal court to obtain a response. If, however, the court concludes that you have unreasonably refused to limit your request or to accept an alternate timetable for response, the court may find that HUD's failure to comply within the statutory time period is justified. The court may excuse the lack of a timely response if HUD demonstrates that it has a backlog of requests that were received before yours, that it processes its requests on a first-come/first-served basis, and that it is making reasonable progress in reducing its backlog of pending FOIA requests. In such cases, the court may postpone its consideration of your lawsuit until the agency reaches your request in its processing backlog.

FOIA requesters may contact an agency's FOIA Requester Service Center(s) to check on the status of their FOIA requests. The FOIA Requester Service Centers for Headquarters and each of the Field Offices is included as [Attachment A](#). Additionally, FOIA requesters may

contact the appropriate FOIA Public Liaison, also listed in [Attachment A](#), if they are dissatisfied with the response of the appropriate office's FOIA Requester Service Center.

## **VI. Expedited Processing**

Under certain conditions you may be entitled to have your request processed on an expedited basis. However, you should realize that whenever a FOIA request is expedited for a particular requester, taking that action results in an additional delay for previous requesters who have been waiting for a response. Therefore, in an effort to treat all requesters fairly, HUD ordinarily will process a FOIA request ahead of others only if HUD determines that you have a compelling need for the records or in other cases as determined by the agency. Compelling need includes a reasonable expectation of imminent threat to someone's life or physical safety, or where an individual will suffer the loss of substantial due process rights, due to a delay in obtaining the requested records. HUD may also consider an urgency to inform the public concerning actual or alleged Federal Government activity a compelling need if you are primarily engaged in the dissemination of such information.

If you are requesting expedited processing, your request should set out the specific facts you believe show there is a compelling need. In most cases, a request will not be expedited merely on the basis that the requester is facing a court deadline in a judicial proceeding. In both criminal prosecutions and civil litigation there is a document-disclosure process known as "discovery," which gives the parties certain rights to obtain relevant information apart from the FOIA. These discovery rights usually are sufficient to protect the requester's due process rights.

HUD will notify you of its decision about whether to grant expedited processing within 10 working days after receiving your letter. If HUD denies your request for expedited

processing, you will be advised of your right to submit an administrative appeal of that denial. (For information about filing administrative appeals, see Section X of this Reference Guide.)

## **VII. Fees**

There is no fee for filing a FOIA request. By law, however, an agency is entitled to charge certain fees for processing and responding to a FOIA request. The amount of fees depends on the particular category of FOIA requester that you fall into. For the purposes of fees only, the FOIA divides requesters into three categories.

The first category, *commercial use requesters*, may be charged fees for searching for records, reviewing the records to determine whether all or part of the records are exempt from release, and photocopying the records. Search and review fees are based on the number of hours it will take to search and review, and the hourly rate of the employee(s) performing these tasks. For this reason, more expansive searches or requests for a large volume of documents will often result in higher fees. You are a *commercial use requester* if you request information for a use or purpose that furthers your commercial, trade, or profit interests or those interests of the person on whose behalf you have made the request.

In the second category, *educational or noncommercial scientific institutions and representatives of the news media* are charged only for photocopying expenses, after the first one hundred pages of copies. You are an *educational requester* if your request is on behalf of an educational institution and you do not seek the records for a commercial use, but to further scholarly research. You are a *non-commercial scientific requester* if your request is on behalf of an organization that is operated solely for the purpose of conducting scientific research, the results of which are not intended to promote any particular product or industry. You are a

*representative of the news media requester* if you actively gather news for an entity that is organized and operated to publish or broadcast news to the public. News media entities include television or radio stations broadcasting to the public at large, and publishers of periodicals qualifying as disseminators of news who make their products available for purchase or subscription to the general public. Freelance journalists may be regarded as a representative of a news organization if they can demonstrate a solid basis for expecting publication through that organization, such as a publication contract or a past publication record.

Requesters in the third category, i.e., all other requesters, are charged for record searches and photocopying—and there is no charge for the first two hours of search time or for the first one hundred pages of photocopies or their cost equivalent. HUD currently charges fifteen cents per page for photocopying.

You may always include in your request a specific statement limiting the amount that you are willing to pay in fees. If you do not, HUD will assume that you are willing to pay fees up to a certain amount, currently \$250. If the total fee does not exceed a minimum amount, currently \$25, HUD will not charge any fee at all. If HUD estimates that the total fees for processing your request will exceed \$25, it will notify you in writing of the estimate and offer you an opportunity to narrow your request in order to reduce the fees. If you still want all of the records requested, you may be asked to agree to pay the estimated fees and your request will not be processed until you agree, in writing, to pay the fees. Usually, requesters will not be required to actually pay the fees until the records have been processed and are ready to be sent. If, however, you have failed to pay fees in the past, or if the estimated fees exceed \$250, you may be required to pay the estimated fees before the records are processed. If you agree to pay fees and then fail to do so within 31 calendar days of billing, HUD will not process any further FOIA requests from you

until payment in full has been made. If you agree to pay fees for searching for records, be aware that you may be required to pay such fees even if the search does not locate any responsive records or if records that are located cannot be released to you because they are exempt from disclosure under the FOIA.

### **VIII. Fee Waivers**

If you expect or are advised that a fee will be charged, you may request a waiver of those fees. However, fee waivers are limited to situations in which a requester can show that the disclosure of the requested information is in the public interest because it is likely to contribute significantly to public understanding of the operations and activities of the government and is not primarily in the commercial interest of the requester. If the information you seek meets the above requirement, HUD may waive or reduce the fee. Requests for fee waivers from individuals who are seeking records pertaining to themselves usually do not meet this standard because such disclosures usually will not result in any increase of the public's understanding of government operations and activities. In addition, a requester's inability to pay fees is not a legal basis for granting a fee waiver. (Note that the granting of a fee waiver based on a public interest is a separate determination from that of fee category, as described above.)

### **IX. Initial Request Determinations**

Once the Office of the Executive Secretariat or field FOIA Requester Service Center has processed your request and any fee issues have been resolved, you will receive a written initial determination. Any documents that can be disclosed will be included with the determination

letter. The determination letter will also advise you whether any information is being withheld pursuant to one or more of the statutory exemptions or exclusions listed below.

FOIA “exemptions” authorize federal agencies to withhold the following types of information:

1. Classified national defense and foreign relations information;
2. Internal agency rules and practices;
3. Information that is prohibited from disclosure by another federal law;
4. Trade secrets and commercial or financial information obtained from a person that is privileged or confidential;
5. Inter-agency or intra-agency communications that are protected by legal privileges, such as the attorney-client privilege, attorney work-product privilege, or communications reflecting the agency’s deliberative process;
6. Information involving matters of personal privacy;
7. Records or information compiled for law enforcement purposes, to the extent that the production of those records (A) could reasonably be expected to interfere with enforcement proceedings, (B) would deprive a person of a right to a fair trial or an impartial adjudication, (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, (D) could reasonably be expected to disclose the identity of a confidential source, (E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions, or (F) could reasonably be expected to endanger the life or physical safety of any individual;
8. Information relating to the supervision of financial institutions; and

9. Geological information on wells.

The three FOIA “exclusions,” which are rarely used, pertain to especially sensitive law enforcement and national security matters.

## **X. Administrative Appeals**

You may file an appeal with HUD if you are not satisfied with HUD's initial response. For example, you might disagree with HUD’s decision to withhold all or some documents responsive to your FOIA request, or you might believe that there are additional records responsive to your request that HUD failed to locate. You also can file an appeal if you have requested expedited processing or a fee waiver and HUD has not granted that request. You also may appeal a determination that your request did not reasonably describe the requested documents, that a record does not exist or cannot be located, that a record is not readily reproducible in the form or format you requested, that the requested information is not a record subject to the FOIA, or a determination regarding fees or the fee category you were placed in.

You will be advised of your right to file an appeal in the initial FOIA response letter or in a letter denying your request for expedited processing or a fee waiver. The letter will also provide the address your appeal must be submitted to. For response letters sent by HUD’s Headquarters FOIA office or for appeals of a fee determination, please send your appeal to:

Office of Procurement and Administrative Law  
Room 1076  
Department of Housing and Urban Development  
451 7<sup>th</sup> Street, SW  
Washington, DC 20410

Your appeal must be in writing and must be received or postmarked within 30 days of the date of the determination from which you are appealing. If you send your appeal to the wrong HUD

office, that office will forward it to the correct office but the time of receipt will be when the appropriate office receives your appeal. Usually, HUD will decide your appeal of a denial of expedited processing within 10 working days after its receipt. For any other type of appeal, HUD will decide your appeal within 20 working days after its receipt.

If you are appealing a *denial of your request for information*, the appeal must contain a copy of your original request, a copy of the written denial of your request, and your statement of the facts and any legal arguments you are aware of supporting disclosure. HUD's response may be to give you the records you requested, or to give you some of the records you requested while declining to give you other records you requested, and explaining why the documents were determined to be exempt from disclosure. On appeal, HUD also may decline to give you all the records you requested. If HUD decides not to give you all or some of the records requested, you will be informed how to obtain judicial review of HUD's decision.

If you are appealing a *fee determination*, including a denial of your request for HUD to waive the fee, the appeal must contain the address of the office which made the fee determination from which you are appealing, the fee that office charged, the fee, if any, you believe should have been charged, the reasons you believe that your fee should be lower than the fee which the agency charged or should have been waived, and a copy of the initial fee determination and copies of any correspondence concerning the fee. HUD may waive the fee, modify the original fee charged, or advise you that the original fee charged was appropriate.

If you are appealing a *denial of your request for expedited processing*, your appeal must contain a copy of your original request, a copy of the written denial of your request, and your statement of the facts and legal arguments supporting expedited processing. HUD will either



agree to expedited processing of your request; or advise you that the decision to deny expedited processing has been affirmed, and tell you how to obtain judicial review of HUD's decision.

## **XI. Judicial Review**

If you still disagree with HUD's decision in any agency-level appeal, you have the right to challenge the agency's action in a lawsuit filed in federal court. Before filing a lawsuit, you ordinarily must complete the agency appeal process. If HUD fails to respond to either your initial request or your appeal within the time limits discussed above you may file a lawsuit once the time limits have expired, and without waiting for a response.

If you do bring a court action, you may file your lawsuit in a federal district court in any of the following places: (1) where you live, (2) where you have your principal place of business (if any), (3) in the District of Columbia, or (4) where the records are located, if they are not located in the District of Columbia. If you have received an appeal determination from HUD, that final agency response letter will advise you of your right to seek judicial review and will specify where you can do so. Lastly, please understand that attorneys and employees of HUD are prohibited from giving legal advice to members of the public on any matters, including Freedom of Information Act litigation.

# **ATTACHMENT A**

## **FOIA Requester Service Centers**

### **HEADQUARTERS:**

Eugenia Harris  
451 Seventh Street, Room 10248  
Washington, DC 20410  
(202) 708-3866 – Office  
(202) 401-7901 – Fax

### **NEW ENGLAND:**

#### **Massachusetts State Office, IAS**

Kristine G. Foye – FOIA Liaison  
10 Causeway Street, Room 301  
Boston, MA 02222-1092  
(617) 994-8218 - Office  
(617) 565-6558 – Fax

#### **Connecticut State Office, IES**

Marilyn Diaz - FOIA Liaison  
One Corporate Center, 19<sup>th</sup> Floor  
Hartford, CT 06103-3220  
(860) 240-4800 ext. 3025 – Office  
(860) 240-4850 - Fax

#### **New Hampshire State Office, IFS**

Gregory Carson – (Field Office Director) – General FOIA Liaison (non  
Programmatic) Field Policy and Management  
Norris Cotton Federal Building  
275 Chestnut Street, 4th Floor  
Manchester, NH 03101-2487  
(603) 666-7510 ext. 3016 – Office  
(603) 666-7667

Philip Holmes (Director, Manchester Multifamily Program Center) – FOIA Liaison  
Multifamily Housing  
Norris Cotton Federal Building  
275 Chestnut Street, 4th Floor  
Manchester, NH 03101-2487

Manchester, NH 03101  
(603) 666-7510 ext. 3019 – Office  
(603) 666-7697 – Fax

Richard Hatin (CPD Program Manager) – FOIA Liaison  
CPD Programs  
Norris Cotton Federal Building 2  
75 Chestnut Street, 4th Floor  
Manchester, NH 03101-2487  
(603) 666-7510 ext. 3017 – Office  
(603) 666-7644 - Fax

Maine State Office, 1BHD

***Bangor Office – 1BMA***

William Burney – FOIA Liaison  
202 Harlow Street – Suite 101  
Bangor, ME 04401  
(207) 945-0468 – Office  
(207) 945-0533

***Providence Office, 1GS***

(Ms.) Nancy Smith Greer– FOIA Liaison  
121 South Main Street, Suite 300  
Providence, RI 02903-7104  
(401) 277-8350– Office  
(401) 277-8398 – Fax

***Vermont State Office, 1DHD***

Michael McNamara – FOIA Liaison  
159 Banks Street 2<sup>nd</sup> Floor  
Burlington, VT 05401-0879  
(802) 951-6290 ext. 3004 – Office  
(802) 951-6298 - Fax

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**NEW YORK/NEW JERSEY:**

***New York State Office, 2AS***

Carleton Lewis – FOIA Liaison  
26 Federal Plaza, Suite 3541  
New York, NY 10278-0068  
(212) 264-8000 x7135 – Office  
(212) 264-2780 – Fax

**Albany Area Office, 2BS**

Robert H. Scofield – FOIA Liaison  
52 Corporate Circle  
Albany, NY 12203-5121  
(518) 464-4200 ext. 4204 – Office  
(518) 464-4300 – Fax

**Buffalo Area Office/Storefront in Syracuse, 2CS**

Marie Shattuck – FOIA Liaison  
465 Main Street, 2<sup>nd</sup> Floor  
Buffalo, NY 14203-1780  
(716) 551-5755 ext. 5005 – Office  
(716) 551-5752 - Fax

**Camden Area Office, 2DS**

Ken Davis – FOIA Liaison  
800 Hudson Square, 2<sup>nd</sup> Floor  
Camden, NJ 08102-1156  
(856) 757-5081 – Office  
(856) 757-5373 – Fax

**New Jersey State Office, 2FS**

Alan Gelfand – FOIA Liaison  
One Newark Center, 13<sup>th</sup> Floor  
Newark, NJ 07102-5260  
(973) 622-7900 ext. 3105 – Office  
(973) 645-2323 – Fax

**MID-ATLANTIC:**

**Pennsylvania State Office, 3AS**

Kathleen Roe - FOIA Liaison  
The Wanamaker Building  
100 Penn Square East, 11<sup>th</sup> Floor  
Philadelphia, PA 19107-3380  
(215) 656-0503 ext. 3069 – Office  
(215) 656-3421 – Fax

Alternate – John Carpenter  
(215) 656-0616 ext. 3114

**Maryland State Office, 3BS**

James Kelly – FOIA Liaison  
HUD Baltimore Office  
10 South Howard Street, 5<sup>th</sup> Floor  
Baltimore, MD 21201-2505  
(410) 962-2520 ext. 3061 - Office  
(410) 962-1849 – Fax

**West Virginia State Office, 3CS**

Evelyn Young – FOIA Liaison  
405 Capitol Street, Suite 708  
Charleston, WV 25301-1795  
(304) 347-7000 ext. 125 – Office  
(304) 347-7050 – Fax

**Pittsburgh Area Office, 3ES**

Mary Laverne Kane – FOIA Liaison  
339 Sixth Avenue, Sixth Floor  
Pittsburgh, PA 15222-2515  
(412) 644-6449 – Office  
(412) 644-4240 – Fax

**Virginia State Office, 3FS**

Anne Davis – FOIA Liaison  
600 East Broad Street  
Richmond, VA 23219-4920  
(804) 842-2610 ext. 3741 – Office  
(804) 771-2100 – Fax  
Alternate – Bill Burnham  
(804) 771-2100 ext. 3739 – Office  
(804) 771-2284 – Fax

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**Caribbean Office**

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**South Carolina State Office, 4ES**

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**Ohio State Office, 5ES**

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(303) 672-5040 – Fax

Alternate – Randall Akers – Northern Plains Office of Native American Program –  
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**Tucson Area Office, 9LS**

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**NORTHWEST/ALASKA:**

**Washington State Office, OAM**

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**Alaska State Office, OCM**

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**REVISED: June 12, 2006**

If a requester is not happy with the service they have received from their FOIA Requester Service Center, they may contact the FOIA Public Liaison for their geographical region as listed below:

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**HUD Headquarters**

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**Region I (Boston, Hartford, Manchester, Providence)**

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**Region IV (Atlanta, Birmingham, Caribbean, Columbia, Greensboro, Jackson, Jacksonville, Knoxville, Louisville, Nashville, Miami)**

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