



## California Affordable Housing Initiatives, Inc.

### **ALL RESIDENTS OF H.U.D. SUBSIDIZED PROPERTIES**

California Affordable Housing Initiatives (CAHI) is the HUD Contract Administrator and is responsible for responding to resident concerns. CAHI Call Center has a team of Customer Relation Specialist (CRS) that will receive, investigate and document concerns such as, but not limited to the following:

- ◆ Questions or concerns regarding work order follow-up.
- ◆ Questions regarding the calculation of your rent.
- ◆ Address health & safety and HUD Handbook 4350.3 concerns.

#### **Call Center Purpose:**

- ◆ Call Center aids in ensuring HUDs mission of providing Decent, Safe and Sanitary Housing.
- ◆ Serve as a neutral third party to residents, owners and the public.
- ◆ Assist with clarifying HUD Occupancy Handbook 4350.3 requirements.

#### **Call Center Contact Information and Business Hours:**

- ◆ Hours of Operation: Monday-Friday, 8:00am to 5:00pm
- ◆ Contact Numbers: 800-982-5221 fax: 614-985-1502 (leave message after hours)
- ◆ Written Summaries: 8760 Orion Place, Suite 110, Columbus, Ohio 43240
- ◆ Email: [PBCAContactCenter@cgifederal.com](mailto:PBCAContactCenter@cgifederal.com)
- ◆ Website: [www.cahi-oakland.org](http://www.cahi-oakland.org)

#### **Concerns can be submitted by the following:**

- ◆ Phone
- ◆ Fax
- ◆ Mail
- ◆ Email
- ◆ Voicemail
- ◆ FOIA- Freedom of Information Act request must be submitted directly to HUD

#### **Required Information to open an inquiry:**

- ◆ Property name
- ◆ Caller's name (anonymous calls accepted)
- ◆ Caller's telephone number with area code
- ◆ Caller's address including apartment number
- ◆ A brief, detailed description of the caller's concern(s)

## EQUAL HOUSING OPPORTUNITY