

HUD Complaints

If you have a complaint about a HUD development (also called Multifamily or Section 8 Project-Based housing), here's what you can do:

1. Send a complaint letter to the building manager, the regional manager or the owner.

The letter should include a short description of the issue and your desired solution. Be sure to sign and date the letter and keep a copy. You can find the owner's address at property.phila.gov and type in the address of the building.

2. Contact HUD Multifamily Department.

Call 215-656-0500 and ask for the multi-family department. Give the name and address of the property and ask to speak to the person assigned to the property. Give a short description of the issue, your desired solution and steps you've taken to address the issue.

3. Contact Pennsylvania Multifamily Asset Managers (PMAM).

HUD often uses a PMAM to take complaints. Visit www.pamam.net or email coordinator@mamhousing.com or call 877-253-7709 ext 6. Give the name and address of the property and ask to file a complaint. Again, give a short description of the issue, your desired solution and steps you've taken to address the issue.

4. Contact HUD Multifamily Housing Clearinghouse Complaint line.

Call 1-800-685-8470. Give the name and address of the property. Give a short description of the issue, your desired solution and steps you've taken to address the issue.

5. Contact HUD Inspector General for Audit or Investigation.

If your complaint involves a pattern of wrongful action or inaction, request an investigation by the HUD Inspector General at 800-347-3735.

6. Contact HUD Housing Discrimination Complaint hotline.

If your complaint is about housing discrimination, call 888-799-2085 or file your complaint online by searching for HUD Discrimination Complaint.

