

Central Florida Program Delivery HUD Program Contact Information

The Central Florida region will now be within the jurisdiction of the Jacksonville HUD Field Office. As has been past practice, HUD stands ready and able to assist Central Florida stakeholders, partners, and the general public needing HUD attention or information. Buz Ausley, former Field Office Director of the Orlando office and former Acting Field Office Director for the Tampa office, will continue to serve the communities of Central Florida, which will be his primary focus during this transition period.

Jacksonville HUD Field Office

FLWebmanager@hud.gov
904-232-2627

Buz Ausley

Paul.C.Ausley@hud.gov
407-234-6419

Atlanta Regional Office, Ed Jennings,
Regional Administrator

Edward.L.JenningsJr@hud.gov
404-331-5136

In addition, HUD's program delivery team for Central Florida is available to answer questions and provide customer service for the region. Below are the names and primary contact numbers for the management of each of HUD's core program areas.

THE OFFICE OF COMMUNITY PLANNING AND DEVELOPMENT (CPD)

Gary Causey, CPD Director

Gary.A.Causey@hud.gov
904-208-6077

PUBLIC AND INDIAN HOUSING (PIH)

Ellis Henry, PIH Director, HUD Jacksonville Office

Ellis.Henry@hud.gov
904-208-6093

Victor Rocher, PIH Director, HUD Miami Office

Victor.Rocher@hud.gov
305-520-5085

FAIR HOUSING AND EQUAL OPPORTUNITY (FHEO)

FHEO Hotline for Housing Discrimination Complaints

1-800-440-8091

Carlos Osegueda, Regional Director, Region IV
Acting FHIP/FHAP Director

Carlos.Osegueda@hud.gov
678-732-2905

Natasha Watson, Director, Enforcement Branch,
Acting Director for Intake, Region IV

Natasha.J.Watson@hud.gov
678-732-2163

Krista Mills, Director, Programs and Compliance
Division, Region IV

Krista.Mills@hud.gov
502-618-8140

POLICY DEVELOPMENT & RESEARCH, ECONOMIC AND MARKET ANALYSIS DIVISION

Charles P. Huggins, Economist

Charles.P.Huggins@hud.gov
678.732.2033

THE OFFICE OF MULTIFAMILY HOUSING

Laurelei McKnight, MF Operations

Laurelei.Mcknight@hud.gov
904-208-6015

Barbara Williams, MF Production

Barbara.S.Williams@hud.gov
904-208-6133

Saadia Figueroa-Davis, MF Asset Management

Saadia.E.Figueroa-Davis@hud.gov
904-208-6026

Alesia Scott-Ford, MF Director

Alesia.ScottFord@hud.gov
904-208-6039

SINGLE FAMILY HOUSING, FEDERAL HOUSING ADMINISTRATION (FHA)

The FHA Resource Center provides FHA services to individuals and lenders needing information and assistance. The following links and contact numbers will help members of the public seeking information about FHA programs.

FHA Resource Center 1-800-CALL-FHA (1-800-225-5342), or answers@hud.gov

If you are a member of the industry who wishes to receive the FHA Single Family Info Letter, a periodic news update, please send an email to answers@hud.gov requesting to join the mailing list.

For more information about FHA programs, please visit www.hud.gov/fha. There are helpful links available including *Buy a Home* and *Talk to a Housing Counselor*. Florida-specific information is available by clicking the State Information tab at the top of the page. Spanish speaking customers please visit www.espanol.hud.gov. To find a lender, visit www.hud.gov/fha and click the “Resources” tab.

HUD-owned properties (HUD Homes) are sold by authorized contractors to the public; usually first to owner-occupant buyers, approved governmental entities and non-profit organizations, then to investors. To learn more about HUD Homes and to see listings in your area, visit www.hudhomestore.com or call 1-800-Call-FHA.

HUD-approved housing counseling agencies offer personal counseling and classes on budgeting, managing debt and credit cards, home purchase or refinance, foreclosure prevention, rental housing and more. To find a counselor near you, call the HUD Automated Locator, 1-800-569-4287.

If you already have an FHA loan and have questions about your loan or your lender, contact FHA’s National Servicing Center for assistance by calling 1-877-622-8525 or emailing questions to hsg-lossmit@hud.gov. For help with an HFA Reverse Mortgage Loan (HECM), email HEMCServicing@clstulsa.org.

Any homeowner having difficulty making mortgage payments should immediately contact their lender or a HUD-approved housing counselor for assistance – the sooner, the better. Information can also be found by visiting www.hud.gov, www.makinghomeaffordable.gov, or www.hopenow.com.

THE OFFICE OF HOUSING COUNSELING

Housing Counseling Agencies reaching out to their program contacts (not individuals seeking housing counseling assistance), please visit www.hud.gov/counselors or reach out to:

Emelda Johnson Kennerly, Director,
Division of Capacity Building and Outreach

Emelda.J.Kennerly@hud.gov
904-208-6124