

**HOUSING + COMMUNITY INVESTMENT DEPARTMENT**

1200 West 7th Street, Los Angeles, CA 90017

Internet: <http://hcidla.lacity.org/>

Customer Service Hotline: (866) 557-RENT

TDD: (213) 473-3231

**Mail  
Stop**

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**EXECUTIVE MANAGEMENT**

- General Manager, Rushmore D. Cervantes.....9th Floor 213 808-8808
- Executive Administrative Assistant, Lily Fuentes ..... 213 808-8637
- ..... **FAX** 213 808-8616
- Policy & Research Analysis, Claudia Monterrosa.....9th Floor 213 808-8650
- Executive Officer, Laura K. Guglielmo .....9th Floor 213 808-8405
- Executive Administrative Assistant, Bessy Corrales..... 213 928-9071
- Performance Management & Resiliency Planning: Sally Richman  
..... 213 808-8653
- Personnel Dept. & Admin. Support: Director, Alfonso Perez .. 213 808-8804
- Accessibility Compliance: Director, Sharon Lowe..... 213 928-9046

**PUBLIC HOTLINES**

- Billing & Collections Assistance ..... 213 275-3292
- ..... toll-free 877 614-6873
- Code Enforcement Public Line ..... toll-free 866 557-7368
- ..... **FAX** 213 252-2801
- Rent Stabilization Customer Service Hotline & Public Information 866 557-RENT
- ..... local & from outside California 213 275-3493
- Code Enforcement
- Complaints
- Rent Stabilization Ordinance/Landlord/Tenant Rights

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**ADMINISTRATION BUREAU**

- Assistant General Manager, Luz Santiago.....9th Floor 213 808-8899
- Executive Administrative Assistant, Bessy Corrales.....9th Floor 213 928-9071
- ..... **FAX** 213 808-8999

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**Accounting Division**

- Director, Lyndon Salvador .....4th Floor 213 744-9044
- Administrative Support.....4th Floor 213 744-7126

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**Administrative Services Division**

- Director, Rosa Benavides .....4th Floor 213 744-7195
- Administrative Support:
- Jennifer Alva .....4th Floor 213 808-8594
- Griselda Villalpando .....4th Floor 213 744-7278
- Budget: Kendra Leal .....4th Floor 213 744-7354
- CityFone Administrator: Joann Chen .....4th Floor 213 808-8464
- Contracts & Procurement: Robert Bernal.....4th Floor 213 808-8651

	Custodian of Records .....	213 922-9612
	Facilities & Management Services: Zachary Millett ..... 4th Floor	213 808-8482
958	<b>Systems Division</b>	
	Director, Greg Kung.....9th Floor	213 808-8403
	Administrative Support.....	213 808-8402
	..... <b>FAX</b>	213 808-8411
958	<b>COMMUNITY SERVICES &amp; DEVELOPMENT BUREAU</b>	
	Assistant General Manager, Abigail Marquez .....9th Floor	213 808-8462
	Executive Administrative Assistant, vacant .....	
958	<b>Consolidated Planning Division</b>	
	Chief Management Analyst, Julie O'Leary .....9th Floor	213 922-9626
	Administrative Support.....	213 922-9621
	• Consolidated Planning & Administration: Janet West.....	213 808-8428
	• IDIS Management & Reports: Karen Banks .....	213 808-8450
	• Neighborhood Improvement Projects/NIF: Jacqueline Mendez	213 808-8420
	• Commissions & Community Engagement: Francisco Ortega .	213 808-8458
958	<b>Program Operations Division</b>	
	Chief Management Analyst, Curtis R. Watts .....	213 808-8479
	Administrative Support.....	213 808-8652
	• Community Services: Olivia Mitchell .....	213 808-8872
	• Car Seats Program: Jimmy Valenzuela.....	213 808-8962
	CSBG Administration: vacant.....	
	FSC/STP: Karen Banks.....	213 808-8540
	• Loans/Leases City Department's Public Services: Deborah Wood	
	.....	213 808-8656
	• Supportive Housing Services: vacant.....	
	ESG/DVSO: Darryl Booker.....	213 922-9664
	Fair Housing: vacant .....	
	HOPWA: vacant.....	
958	<b>HOUSING DEVELOPMENT BUREAU</b>	
	Assistant General Manager, Sean Spear.....	213 808-8662
	Executive Administrative Assistant, Vacant .....	213 808-8638
	..... <b>FAX</b>	213 808-8610
958	<b>Asset Management Division</b>	
	Director, Doug Swoger .....8th Floor	213 808-8948
	Secretary, Sandra Terry.....	213 808-8593
	• Occupancy Monitoring & Covenants: Brittanya Murillo.....	213 808-8976
	• Loan Portfolio / Loan Servicing: Craig Arceneaux .....	213 808-8967
	• Loan Portfolio / Loss Mitigation: Mark Gandara.....	213 808-8677
958	<b>Development &amp; Finance Division</b>	
	Director, Ed Gipson .....9th Floor	213 808-8597
	Secretary, Lou Quan.....	213 808-8582
	• Affordable Housing Trust Fund: Tim Elliot.....	213 808-8596
	• Planning & Land Use: Vacant .....	213 922-9666

	• Technical Services: Sergio Tejadilla.....	213 808-8903
958	<b>Housing Strategies &amp; Services Division</b>	
	Director, Helmi Hisserich .....8th Floor	213 808-8862
	Secretary, vacant.....	213 808-8936
	• Handyworker Program: Courtney Durham .....	213 808-8833
	• Homeownership Program: Gloria Torres.....	213 808-8930
	• Housing Innovative Strategies: Rick Tonthat.....	213 808-8904
	• Lead Program: Liseth Romero-Martinez .....	213 808-8828
	• Special Projects (NOAH, NSP): George Guillen.....	213 808-8622
958	<b>REGULATORY COMPLIANCE &amp; CODE BUREAU</b>	
	Assistant General Manager, Roberto Aldape .....8th Floor	213 808-8826
	Executive Administrative Assistant, Lydia Pena.....	213 808-8641
	..... <b>FAX</b>	213 808-8818
958	<b>Code Enforcement Division</b>	
	Director, Daniel V. Gomez .....8th Floor	213 808-8502
	Secretary, Erika Garcia.....	213 808-8528
	• Administration / Program Support: Donya Plazo .....	213 808-8832
	• Court Liaison Unit: James Sonne.....	213 252-2823
	• Complaints & Special Enforcement / SCEP: Robert Galardi ..	213 252-2880
	• Code Hearings: Steven Harrison.....	213 808-8424
	• Emergency Management / TRIP / URP: Zuberi Smith.....	213 808-8562
958	<b>Compliance Division</b>	
	Director, Roya Babazadeh.....8th Floor	213 808-8823
	Secretary, vacant.....	213 808-8820
	• Billing & Collections: Michael Prendergast .....	213 808-8821
	• Hearings: vacant.....	213 808-8681
	• Legal / Compliance: David Zaitz.....	213 808-8825
	• REAP / UMP: Matthew Holen.....	213 922-9636
958	<b>Rent Stabilization Division</b>	
	Director, Anna Ortega.....8th Floor	213 808-8551
	Secretary, Elias Narvaez .....	213 808-8838
	• Case Analysis: Glender Chu .....	213 808-8887
	• Customer Service Hotline: Xanat Rosas .....	213 808-8921
	• Investigations & Enforcement / Regional Offices: Marcella DeShurley	
	.....	213 922-9681
	• Landlord Declarations and Tenant Buyout: Emma Garcia.....	213 808-8519
	• RSO Unit: Valerie Steffens.....	213 922-9631

**REGIONAL OFFICES:**

*Open Monday through Friday: 9am - 4pm*

9581	<b>CENTRAL REGIONAL OFFICE</b> .....	866 557-RENT 213 252-1422
	..... <b>FAX</b>	
	3550 Wilshire Blvd., Ste. 1500 Los Angeles, CA 90010	
9585	<b>EAST REGIONAL OFFICE</b> .....	866 557-RENT 323 226-9821
	..... <b>FAX</b>	
	2130 E. 1 <sup>st</sup> Street, Ste. 2600 Los Angeles, CA 90033	
958-6640	<b>NORTH REGIONAL OFFICE</b> .....	866 557-RENT 818 756-1097
	..... <b>FAX</b>	
	6400 Laurel Canyon Blvd., Ste. 610 North Hollywood, CA 91606	
9583	<b>SOUTH REGIONAL OFFICE</b> .....	866 557-RENT 310 329-6304
	..... <b>FAX</b>	
	690 Knox St., Ste. 125 Torrance, CA 90502	
9582	<b>WEST REGIONAL OFFICE</b> .....	866 557-RENT 310 477-8426
	..... <b>FAX</b>	
	West LA Civic Center 1645 Corinth Ave., Ste. 104 Los Angeles, CA 90025	

**CITY-OPERATED FAMILYSOURCE CENTERS (16 FSCs):**

<b>BOYLE HEIGHTS</b> .....	323 265-9228
El Centro de Ayuda Corporation 1972 E. Cesar Chavez Ave. Los Angeles, CA 90033	
<b>EL SERENO/LINCOLN HEIGHTS</b> .....	323 221-0779
Barrio Action Youth and Family Center 4927 Huntington Dr., Suite 200 Los Angeles, CA 90032	
<b>ECHO PARK/CYPRESS PARK</b> .....	213 483-6335
El Centro de Pueblo 1824 W. Sunset Blvd. Los Angeles, CA 90026	
<b>HOLLYWOOD</b> .....	323 836-0055
Youth Policy Institute 1075 N. Western Ave., Suite 110 Los Angeles, CA 90029	

<b>NORTH VALLEY</b> .....	818 887-3872
New Economics for Women 21400 Saticoy Street Los Angeles, CA 91305	
<b>PACOIMA</b> .....	818 896-7776
El Nido Family Centers 11243 Glenoaks Blvd., Suite 3 Pacoima, CA 91331	
<b>SOUTHWEST</b> .....	323 998-0093
El Nido Family Centers 4060 S. Figueroa Street Los Angeles, CA 90037	
<b>SOUTHWEST/FLORENCE</b> .....	323 789-4717
The Children's Collective 915 W. Manchester Los Angeles, CA 90044	
<b>SOUTHEAST/WATTS</b> .....	323 249-7552
Watts Labor Community Action Committee 958 E. 108 <sup>th</sup> Street Los Angeles, CA 90059	
<b>VAN NUYS</b> .....	818 786-4098
New Economics for Women 6946 Van Nuys Blvd., Suite 220 Van Nuys, CA 91406	
<b>WEST ADAMS</b> .....	323 737-3900
1736 Family Crisis Center 2116 Arlington Ave., Suite 220 Los Angeles, CA 90018	
<b>WESTLAKE/PICO UNION</b> .....	213 482-8618
Central City Neighborhood Partners 501 S. Bixel Street Los Angeles, CA 90017	
<b>WEST LOS ANGELES</b> .....	310 391-3457
Latino Research Organization, Inc. 4804 S. Centinela Ave. Los Angeles, CA 90066	
<b>WILMINGTON/SAN PEDRO</b> .....	310 832-1145 x106
Toberman Neighborhood Center 131 N. Grand Ave. San Pedro, CA 90731	
<b>WILSHIRE/PICO UNION</b> .....	213 387-2822
Bresee Foundation 184 Bimini Place Los Angeles, CA 90004	

