

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. Guglielmo9th 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 Salvador4th Floor 213 744-9044
- Administrative Support.....4th Floor 213 744-7126

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Administrative Services Division

- Facilities & Management Services: Zachary Millet4th Floor 213 808-8482
- Budget, Contracts & Procurement: Rosa Benavides.....4th Floor 213 808-8496
- Custodian of Records 213 922-9612
- CityFone Administrator** 213 808-8464

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Systems Division

- Director, Greg Kung.....9th Floor 213 808-8403

	Administrative Support.....	213 808-8402
 FAX	213 808-8411
958	COMMUNITY SERVICES & DEVELOPMENT BUREAU	
	Assistant General Manager, Abigail Marquez9th Floor	213 808-8462
	Executive Administrative Assistant, vacant	
958	Consolidated Planning Division	
	Chief Management Analyst, Julie O’Leary9th Floor	213 922-9626
	Administrative Support.....	213 922-9621
	• Consolidated Planning & Administration: Janet West.....	213 808-8428
	• IDIS Management & Reports: Julie Chavez	213 808-8422
	• Neighborhood Improvement Projects/NIF: Steve Walworth....	213 808-8623
	• Commissions & Community Engagement: Francisco Ortega .	213 808-8458
958	Program Operations Division	
	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	HOUSING DEVELOPMENT BUREAU	
	Assistant General Manager, Sean Spear.....	213 808-8662
	Executive Administrative Assistant, Anna Castillo.....	213 808-8638
 FAX	213 808-8610
958	Asset Management Division	
	Director, Doug Swoger8th Floor	213 808-8948
	Secretary, vacant.....	213 808-8593
	• Occupancy Monitoring & Covenants: Brittanya Murillo.....	213 808-8976
	• Loan Portfolio / Loan Servicing: Kory Smith	213 808-8450
	• Loan Portfolio / Loss Mitigation: Mark Gandara.....	213 808-8677
958	Development & Finance Division	
	Director, Ed Gipson	213 808-8597
	Secretary, Lou Quan.....	213 808-8582
	• Affordable Housing Trust Fund: Tim Elliot.....	213 808-8596
	• Planning & Land Use: Robert Manford.....	213 922-9666
	• Technical Services: Sergio Tejadilla.....	213 808-8903
958	Housing Strategies & Services Division	
	Director, Helmi Hisserich	213 808-8901

	Secretary, vacant.....	213 808-8936
	• Handyworker Program: Courtney Durham	213 808-8833
	• Homeownership Program: Gloria Torres	213 808-8930
	• Housing Innovative Strategies: Mariana Lem	213 808-8966
	• Lead Program: Liseth Romero-Martinez	213 808-8828
958	REGULATORY COMPLIANCE & CODE BUREAU	
	Assistant General Manager, Roberto Aldape8th Floor	213 808-8826
	Executive Administrative Assistant, Lydia Pena	213 808-8641
 FAX	213 808-8818
958	Code Enforcement Division	
	Director, Daniel V. Gomez8th Floor	213 808-8502
	Secretary, Erika Garcia.....	213 808-8528
	• Administration / Program Support: Donya Plazo	213 808-8832
	• Case Analysis Legal: Jorge De La Torre	213 808-8575
	• Complaints & Special Enforcement / SCEP: Robert Galardi ..	213 252-2880
	• Code Hearings: Javier Melendez	213 808-8553
	• Emergency Management / TRIP / URP: Brian Beltran	213 252-2806
958	Compliance Division	
	Director, Roya Babazadeh8th Floor	213 808-8823
	Secretary, vacant.....	213 808-8820
	• Billing & Collections: Michael Prendergast	213 808-8821
	• Hearings: Norman Koplin	213 808-8681
	• Legal / Compliance: David Zaitz.....	213 808-8825
	• REAP / UMP: Nell Dizon	213 922-9682
958	Rent Stabilization Division	
	Director, Anna Ortega8th Floor	213 808-8551
	Secretary, vacant.....	213 808-8838
	• Case Analysis: Glender Chu	213 808-8887
	• Customer Service Hotline: Elva Valdovinos	213 808-8669
	• Investigations & Enforcement / Regional Offices: Marcella DeShurley	
	213 922-9681
	• Landlord Declarations and Tenant Buyout: Emma Garcia	213 808-8519
	• RSO Unit: Susan Gosden	213 808-8503

REGIONAL OFFICES:

Open Monday through Friday: 9am - 4pm

9581	CENTRAL REGIONAL OFFICE	866 557-RENT
 FAX	213 252-1422
	3550 Wilshire Blvd., Ste. 1500 Los Angeles, CA 90010	
9585	EAST REGIONAL OFFICE	866 557-RENT
 FAX	323 226-9821
	2215 N. Broadway Los Angeles, CA 90031	
958-6640	NORTH REGIONAL OFFICE	866 557-RENT
 FAX	818 756-1097
	6400 Laurel Canyon Blvd., Ste. 610 North Hollywood, CA 91606	
9583	SOUTH REGIONAL OFFICE	866 557-RENT
 FAX	310 329-6304
	690 Knox St., Ste. 125 Torrance, CA 90502	
9582	WEST REGIONAL OFFICE	866 557-RENT
 FAX	310 477-8426
	West LA Civic Center 1645 Corinth Ave., Ste. 104 Los Angeles, CA 90025	

SATELLITE OFFICE:

238-01	MARK RIDLEY-THOMAS Constituent Service Center	866 557-RENT
 FAX	213 847-1357
	8475 S. Vermont Ave., 2nd Floor Los Angeles, CA 90044-3424 <i>Open Tuesday & Thursday only: 9am – 4pm (closed noon – 1pm)</i>	

CITY-OPERATED FAMILYSOURCE CENTERS (FSCs):

854-02	LUCILLE BESERRA ROYBAL FSC	323 526-3033
	Boyle Heights City Hall 2130 E. 1st St., Ste. 110 Los Angeles, CA 90033 <i>Hours:</i> <i>Monday: 8am – 4:30pm</i> <i>Tuesday: 8am – 7pm</i> <i>Wednesday through Friday: 8am – 4:30pm</i>	

854-04 **TOM BRADLEY FSC** 323 692-0669
5213 W. Pico Blvd.
Los Angeles, CA 90019
Hours:
Monday: 9am – 9pm
Tuesday: 9am – 8:30pm
Wednesday: 9am – 6pm
Thursday: 9am – 8:30pm
Friday: 9am – 6pm
Saturday: 10am – 3pm
Closed Sunday

854-01 **BRADLEY/MILKEN FSC**..... 213 473-3607
1773 E. Century Blvd.
Los Angeles, CA 90002
Hours:
Monday: 9am – 6:30pm
Tuesday through Thursday: 9am – 8pm
Friday: 9am – 6:30pm

