

**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: Suzette Flynn ..... 213 808-8580

**PUBLIC HOTLINES**

- Billing & Collections Helpline ..... 213 275-3292
- ..... toll-free 877 614-6873
- Code Enforcement Public Line ..... toll-free 866 557-7368
- ..... **FAX** 213 252-2801
- Foreclosure Registry Assistance..... 213 808-8858
- Hearings Assistance ..... 213 808-8600
- REAP/UMP Helpline ..... 213 275-3492
- ..... toll-free 844 864-REAP
- 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**

- Facilities & Management Services: Renne Gardner.....4th Floor 213 808-8494
- Budget, Contracts & Procurement: Rosa Benavides.....4th Floor 213 808-8496
- Custodian of Records ..... 213 922-9612
- CityFone Administrator** ..... 213 808-8464

958	<b>Systems Division</b>		
	Director, Greg Kung.....	9th Floor	213 808-8403
	Administrative Support.....		213 808-8402
	.....	<b>FAX</b>	213 808-8404
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: Julie Chavez .....		213 808-8422
	• Neighborhood Improvement Projects/NIF: Steve Walworth....		213 808-8623
	• Commissions & Community Engagement: Patricia Villasenor		213 808-8456
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, vacant .....		213 808-8662
	Executive Administrative Assistant, Anna Castillo.....		213 808-8638
	.....	<b>FAX</b>	213 808-8610
958	<b>Asset Management Division</b>		
	Director, Doug Swoger .....	8th 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	<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: Robert Manford.....		213 922-9666
	• Technical Services: Sergio Tejadilla.....		213 808-8903

958	<b>Housing Strategies &amp; Services Division</b>		
	Director, Helmi Hisserich .....	8th Floor	213 808-8901
	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	<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
	• 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	<b>Compliance Division</b>		
	Director, Roya Babazadeh.....	8th Floor	213 808-8823
	Secretary, vacant.....		213 808-8820
	• Billing & Collections: Michael Prendergast .....		213 808-8821
	• Foreclosure Registry: Helen Morales .....		213 808-8660
	• Hearings: Matthew Holen.....		213 922-9636
	• Legal / Compliance: David Zaitz.....		213 808-8825
	• REAP / UMP: Nell Dizon .....		213 922-9682
958	<b>Rent Stabilization Division</b>		
	Director, Anna Ortega.....	8th 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	<b>CENTRAL REGIONAL OFFICE</b> .....	866 557-RENT
	..... <b>FAX</b>	213 252-1422
	3550 Wilshire Blvd., Ste. 1500 Los Angeles, CA 90010	
9585	<b>EAST REGIONAL OFFICE</b> .....	866 557-RENT
	..... <b>FAX</b>	323 226-9821
	2215 N. Broadway Los Angeles, CA 90031	
958-6640	<b>NORTH REGIONAL OFFICE</b> .....	866 557-RENT
	..... <b>FAX</b>	818 756-1097
	6400 Laurel Canyon Blvd., Ste. 610 North Hollywood, CA 91606	
9583	<b>SOUTH REGIONAL OFFICE</b> .....	866 557-RENT
	..... <b>FAX</b>	310 329-6304
	690 Knox St., Ste. 125 Torrance, CA 90502	
9582	<b>WEST REGIONAL OFFICE</b> .....	866 557-RENT
	..... <b>FAX</b>	310 477-8426
	West LA Civic Center 1645 Corinth Ave., Ste. 104 Los Angeles, CA 90025	

**SATELLITE OFFICE:**

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

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

854-02	<b>LUCILLE BESERRA ROYBAL FSC</b> .....	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*

