

JACKSONVILLE CUSTOMER SERVICE

We Are At Your Service:

The HUD Jacksonville Field Office serves the Northern 36 counties of Florida. We are available to serve you Monday through Friday from 8:00 a.m. to 4:30 p.m. Eastern Standard Time.

We “Put People First” and we are here to serve you. Find out more about our goals and values in our [Customer Service Plan](#). Click here to find a [local office directory of our staff](#). Let us know if this information is helpful to you in finding services and resources to help meet your needs by giving us your feedback. Click on the link provided at the bottom of this page to [send us a message about how helpful this information has been to you](#).

<p>HUD Basics: HUD funding goes to government agencies, housing organizations, nonprofits and private developers that have programs to help people where they live. <i>HUD does not provide direct grants to families or individuals, or direct rental assistance to families and individuals.</i> To inquire about or apply for the following types of assistance, please visit or call your local points of contacts provided below, or contact us (anchor to Contact Us by Phone section) and we will be glad to help refer you to the right agency.</p>	
Assistance Available [descriptions]:	Quick Links/Phone Contacts:
<p><u>Advice and Counseling in Florida: HUD-approved Housing Counseling Agencies</u> (link to: http://portal.hud.gov/hudportal/HUD?src=/states/florida/homeownership/hsgcounseling) provide advice and counseling on a variety of housing issues including: homeownership, avoiding foreclosure, rental opportunities, homelessness, reverse mortgages, etc. In most cases, their services are FREE or for a small charge. Call 1-800-569-4287, then enter your 5 digit ZIP Code to locate the counseling agency nearest you or visit our website (link to: http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?webListAction=search&searchstate=fl#searchArea).</p> <p><u>Avoiding Foreclosure</u> - There are several programs to help you work with your lender to stay in your home or reach other terms to work out other solutions. Don't delay. Here are some resources for you:</p> <p>Attorney General Bondi is committed to investigating any business that deceives or defrauds a consumer in the mortgage or foreclosure process. Florida Attorney General's fraud hotline at 1-866-9-NO-SCAM or file a complaint online at www.myfloridalegal.com.</p> <p>For more information please see Florida Attorney General Office (link to: http://www.myfloridalegal.com/pages.nsf/Main/8D)</p>	<p>Jump to:</p> <ul style="list-style-type: none"> Advice and Counseling (HUD-approved) Avoiding Foreclosure Contact Us By Phone Fair Housing/Discrimination Foreclosure (Avoiding Foreclosure) Government Programs Grants from HUD for Individuals Handbooks, Notices, Forms Homeless Programs Homeownership HUD Frequently Called Telephone Numbers HUD Homes for Sale NAID General Information NOFA Information Center Rental Help Section 8 Subsidized Apartments Vouchers Working for HUD <p>Contact Us by Phone: To reach our office, you may call us at (904) 232-2627.</p>

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[HOPE Now](#) – A National alliance to help distressed homeowners keep their homes. 1-888-995-HOPE (4673)

[Making Home Affordable](#) – a resource for loan modification/refinancing tools to help you stay in your home. 1-888-995-HOPE (4673)

If you have an FHA-insured mortgage, contact the [FHA Servicing/Loss Mitigation Center](#) at 1-877-622-8525 or contact our [FHA Resource Center](#) at 1-800-225-5342 (press option 1). If you don't know whether you have an FHA-insured mortgage, contact your mortgage company and ask if it is an FHA-insured mortgage. They will be able to tell you what type of mortgage you have (e.g., FHA-insured, Fannie Mae, conventional, etc.).

[FEDERAL GOVERNMENT AND STATE ATTORNEYS GENERAL REACH \\$25 BILLION AGREEMENT WITH FIVE LARGEST MORTGAGE SERVICERS](#)

Government Programs – Several other federal agencies provide housing and other types of services. Find out about other government assistance that you may qualify for by visiting: www.benefits.gov.

Grants from HUD – Although HUD does not provide grants directly to individuals, [HUD does provide grants to governments, nonprofits, and other eligible grantees](#) who administer various housing and community development programs that individuals may qualify for. To find out if you may qualify for assistance for homeownership assistance or assistance to have your home repaired/rehabilitated or other types of assistance, contact the following HUD grantees:

Community Development Block Grants:

<http://portal.hud.gov/hudportal/HUD?src=/states/florida/community/cdbg>

HOME Program:

<http://portal.hud.gov/hudportal/HUD?src=/states/florida/community/home>

For HUD-Florida Community Planning &

HUD Frequently Called Telephone Numbers/Links:

Fair Housing/Discrimination	800-669-9777
FHA Mortgage Servicing Center	877-622-8525
Handbooks, Notices, Forms	800-767-7468
HUD-Approved Housing Counseling Agencies	800-569-4287
HUD Homes for Sale	800-225-5342 (Option 3 then 2)
HUD's Loss Mitigation	877-622-8525
MIP Refunds	800-697-6967
National FHA Servicing Center	877-622-8525
NAID General Information	800-225-5342
NOFA Info Center (Notice of Funding Availability)	800-483-8929
Public Housing Resource Center	800-955-2232
Refunds (Mortgage Insurance Premiums)	800-697-6967
RESPA Division (Consumer Financial Protection Bureau)	855-411-2372
Single Family FHA Resource Center	800-225-5342
Single Family Lender Approval and Recertification	202-708-3976

Development information see:

<http://www.hud.gov/local/fl/working/localpo/cpd.cfm>

Section 8/Vouchers/Subsidized and Low-Rent Apartments

Rental help – information about housing choice vouchers (Section 8), subsidized apartments, low-rent apartments, and more

<http://www.hud.gov/local/index.cfm?state=fl&topic=renting>

Public Housing Customer Service Center at 1-800-955-2232 or email at pihirc@firstpic.org

The Florida Housing Finance Corporation's (link to: http://apps.floridahousing.org/StandAlone/FHFC_ECM/AppPage_HomePage.aspx) mission is to help Floridians obtain safe, decent affordable housing that might otherwise be unavailable to them by increasing affordable housing opportunities and ensuring that its programs are well matched to clients' needs. Florida Housing works with local governments, non-profits, elected officials and others to help supply affordable housing in Florida's communities.

Homeownership - HUD's FHA offers a variety of Single Family (1-4 units) mortgages to help you buy a home with little money down (about 3 percent). Find out more by calling our FHA Resource Center/Atlanta Homeownership Center (HOC) – 1-800-225-5342 and pressing option 3 and then 4); or, go to www.hud.gov/answers to find answers to your questions. HUD also provides grants to governments and nonprofits to provide homebuyer assistance, so be sure to visit our Learn About Homeownership <http://www.hud.gov/local/fl/homeownership/buyingprgms.cfm> page to find out if there is funding available and if you qualify.

HUD Homes for Sale – The sale of HUD homes has been contracted to various companies. You can find the contact information along with a listing of HUD homes for sale on the website at www.hudhomestore.com. For additional information or assistance, HUD's Atlanta

Homeownership Center (HOC) oversees the contracts on all HUD homes and you may contact our FHA Resource Center at 1-800-225-5342 (press option 3 and then 2) to speak with a representative.

Working for HUD – If you would like a career with HUD or with the federal government, please visit www.usajobs.gov to look up job openings and apply for a position. All Federal jobs are posted on this website.

Was this page helpful to you? Give us your feedback. [Tell us how we could better assist you.](mailto:R4CustSvc@hud.gov)
[\[mailto:R4CustSvc@hud.gov\]](mailto:R4CustSvc@hud.gov). Your feedback will help us improve the service that we provide.