

# FLORIDA - Miami CUSTOMER SERVICE

## We Are At Your Service:

The HUD Miami Field Office serves the 10 southernmost counties of Florida . We are available to serve you Monday through Friday from 8:30 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](#). 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](#).

**HUD Basics:** HUD funding goes to government agencies, housing organizations, nonprofits and private developers that have programs to help people where they live. *HUD does not provide direct grants to families or individuals, or direct rental assistance to families and individuals.* 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.

### Assistance Available [descriptions]:

#### **Advice and Counseling in Florida: HUD-approved Housing Counseling Agencies**

[<http://www.hud.gov/offices/hsg/sfh/hcc/fc/index.cfm?webListAction=search&searchstate=FL&filterSvc=dfc>] 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](#).

**Avoiding Foreclosure** - 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:

**Florida Hardest Hit Help** – The federal government has allocated funding to help pay the mortgages of qualified homeowners who are unemployed or underemployed through no fault of their own. Troubled homeowners in all 67 counties who want to apply for HHF financial assistance will be able to do so via this website.

**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

### Quick Links/Phone Contacts:

#### **Jump to:**

[Advice and Counseling \(HUD-approved\)](#)

[Avoiding Foreclosure](#)

[Contact Us By Phone](#)

[Fair Housing/Discrimination](#)

[Foreclosure \(Avoiding Foreclosure\)](#)

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[Rental Help](#)

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[Subsidized Apartments](#)

[Vouchers](#)

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#### **Contact Us by Phone:**

To reach our office, you may call us at 305-536-5678. You will be prompted to choose from the following selection:

1 – If you know the extension of the person you are calling

Stay on the line – For an operator or for further information

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](http://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>]

**Section 8/Vouchers/Subsidized and Low-Rent Apartments**

**Rental help**

[<http://www.hud.gov/local/index.cfm?state=fl&topic=renting>] – information about housing choice vouchers (Section 8), subsidized apartments, low-rent apartments, and more.

**Public Housing Customer Service Center** at 1-800-955-2232 or email at [pihirc@firstpic.org](mailto:pihirc@firstpic.org)

To find both HUD-assisted and other affordable housing in Florida, visit <http://www.floridahousingsearch.org/>.

**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](http://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 Frequently Called Telephone Numbers/Links:**

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

**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](http://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](http://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). Your feedback will help us improve the service that we provide.