

TAMPA FIELD OFFICE CUSTOMER SERVICE

We Are At Your Service:

The HUD Tampa Field Office serves the Tampa and Central West part of the State of Florida, including the counties of Citrus, De Soto, Hardee, Hernando, Highlands, Hillsborough, Manatee, Pasco, Pinellas, Polk, Sarasota, and Sumter. 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](#). 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>			
<p>Assistance Available [descriptions]:</p> <p>Advice and Counseling in Florida. HUD-approved Housing Counseling Agencies (link to: 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 (link to: http://www.hud.gov/offices/hsg/sfh/hcc/fc/index.cfm?&webListAction=search&searchstate=FL&filterSvc=dfc).</p> <p>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:</p> <p>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. The Florida Hardest-Hit Fund (HHF) website (link to: http://www.flhardesthit.org/) contains all the information you will need to begin your application for assistance, with step-by-step instructions and prompts to help you. In addition, there are facts about the program, answers to frequently asked questions (FAQs) and other foreclosure avoidance information that may be helpful to you.</p> <p>HOPE Now – A National alliance to help distressed homeowners keep their homes. 1-888-995-HOPE (4673)</p> <p>Making Home Affordable – a resource for loan modification/refinancing tools to help you stay in your home. 1-888-995-HOPE (4673)</p> <p>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.).</p> <p>FEDERAL GOVERNMENT AND STATE ATTORNEYS GENERAL REACH \$25 BILLION AGREEMENT WITH FIVE LARGEST MORTGAGE SERVICERS</p> <p>Summary of Florida Mortgage Settlement</p> <p>Attorney General Bondi formally entered a landmark \$25 billion</p>	<p>Quick Links/Phone Contacts:</p> <p>Jump to:</p> <p>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</p> <p>Homelessness 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> <p>Contact Us by Phone: To reach our office, you may call us at 813-228-2026. You will be prompted to choose from the following selection:</p> <p>If you know the extension of the person you are trying to reach, enter it now.</p> <p>Press 1 – If you know person's last name.</p> <p>Dial 2105 for Single Family homeownership questions</p> <p>Dial extension 2103 for Multifamily questions</p> <p>Dial extension 2100 for the Field Office Director</p> <p>Dial extension 2063 to report Fraud</p> <p>Dial "0" for all other calls</p> <p>If you would like to apply for Section 8 housing or public housing, please contact your local Public Housing Authority.</p> <p>HUD Frequently Called Telephone Numbers/Links:</p> <table border="1"> <tr> <td>Fair Housing/Discrimination</td> <td>800-669-9777</td> </tr> </table>	Fair Housing/Discrimination	800-669-9777
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joint federal-state agreement with the nation's five largest mortgage servicers over foreclosure abuses and unacceptable nationwide mortgage servicing practices. For more information, go to the [State Attorney General](#) website.

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 for which individuals may qualify. 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 Grantees in Florida:](#)

[HOME Program Grantees in Florida](#)

Section 8/Vouchers/Subsidized and Low-Rent Apartments

[Rental Help](#) – 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

[The Florida Affordable Housing Search](#) - This housing locator service allows people to find available housing that best fits their individual and family needs. The service can be accessed online 24 hours a day and is supported by a toll-free, bilingual call center M-F, 9:00 am - 8:00 pm EDT. Individuals can easily search for housing using a wide variety of search criteria with special mapping features and receive apartment listings that provide a multitude of important information about each unit.

The [Florida Housing Finance Corporation](#) website connects people to other housing resources through website links and provides helpful tools for renters such as an affordability calculator, rental checklist, and renter precautions.

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](#) 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

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



Stevens Creek affordable housing following construction

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.



Stevens Creek affordable housing during construction

Stevens Creek affordable housing in Pinellas County, which helped finance land acquisition, engineering and site construction through a **\$1.425 million federal HOME Investment Partnership Program**. The City of Clearwater contributed \$600,000 from their share of the Pinellas County Housing Trust Fund toward the purchase of the land and \$125,000 for the demolition of the former Homer Villas public housing apartments.

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.