

ARE YOU A RESIDENT OF HUD MULTIFAMILY HOUSING AND CONCERNED WITH THE CONDITION OF YOUR HOME?

DOCUMENT THE ISSUE

- Take photos
- Document dates and times
- Write down details of the issue (for example: rodents, insects, mold, location of issue, when did problem start)
- Continue to document the issue(s)
- Save your photos and documentation



CALL CODE ENFORCEMENT

- Call Jacksonville's Municipal Code Compliance at (904) 255-7000 or 630-CITY (630-2489)
- Request an inspection of your home
- Make sure you show up for the inspection
- Ask for a copy of the inspection report and keep it



GET LEGAL ADVICE

- Apply for assistance with Jacksonville Area Legal Aid by applying online at: www.jaxlegalaid.org/apply or call to apply at (904) 356-8371
- Check out JALA's self-help pamphlets at <https://www.jaxlegalaid.org/get-help/>
- Or consult a private lawyer of your choosing

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REPORT TO LANDLORD

- Call or deliver a handwritten notice to the office to report the issue
- Have your documentation ready to share with the landlord
- Document the reporting
- Call again if the issue is not resolved in a reasonable time



CONTACT HUD

- Call the HUD Office of Multifamily Housing at (800) 685-8470
- Have your documented history of the issue and reporting on hand
- Offer to submit pictures
- Write down your complaint reference number
- Ask how to follow up if needed

