

ALL RESIDENTS OF HUD SUBSIDIZED PROPERTIES

CGI provides Performance-Based Contract Administration (PBCA) services to the Tennessee Housing Development Agency (THDA) and is responsible for responding to resident concerns. The CGI Contact Center has a team of Customer Relation Specialists (CRS) who will receive, investigate and document questions and concerns you may have, such as, but not limited to the following:

- ◆ Work order follow-up
- ◆ Calculation of your rent
- ◆ Health & Safety and HUD Handbook 4350.3 concerns

CGI Contact Center Purpose:

- ◆ Aids in ensuring HUD's mission to provide Decent, Safe and Sanitary Housing
- ◆ Serves as a neutral third party to residents, owners and the public
- ◆ Assists with clarifying HUD Occupancy Handbook 4350.3 requirements

CGI Contact Center Information and Business Hours:

- ◆ Hours: Monday-Friday, 8:00 am - 5:00 pm Central; 9:00 am – 6:00 pm Eastern
- ◆ Contact Numbers: Phone - 888-384-3540; Fax - 614-985-1520 (Leave message after hours)
- ◆ Written Summaries: 107 South High Street, 2nd Floor, Columbus, Ohio 43215
- ◆ Email: PBCAContactCenter@cgifederal.com
- ◆ Website: www.TNPBCA.com

Concerns can be submitted to the CGI Contact Center by the following:

- ◆ Phone,
- ◆ Fax,
- ◆ Mail, or
- ◆ Email

Required Information to open an inquiry:

- ◆ Property name
- ◆ Resident's name (anonymous inquiries accepted)
- ◆ Resident's telephone number with area code
- ◆ Resident's address including apartment number
- ◆ A brief, detailed description of the Resident's concern(s)

