

From: Wize, Kimberly <Kimberly.Wize@hud.gov>
Sent: Friday, March 14, 2025 9:07:22 AM
To: IND ALL EMPLOYEES <IND_ALL_EMPLOYEES@hud.gov>
Cc: Meltesen, Lon D <Lon.D.Meltesen@hud.gov>; Lewis, Elva <ELVA.LEWIS@hud.gov>
Subject: IMPORTANT - PLEASE READ FW: Change in FHEO Complaint Filing Procedures

Good morning, Indy Team,

I am sharing information from FHEO regarding changes to the FHEO Complaint Filing Procedures as shared by Lon Meltesen, FHEO Regional Director in the event you need to respond to customer inquiries by phone or customer walk-ins.

“I wanted to alert you to a significant change in FHEO’s process for accepting Fair Housing Complaints.”

FHEO has already experienced a 22% loss of staff due to the deferred voluntary resignation program, retirement, and other departures. Additionally, FHEO is facing additional potential loss of staff. Therefore, FHEO must modify its operations to better allocate FHEO’s existing resources.

As a result, as of Friday, March 14, 2025, with limited exceptions, FHEO will be only accepting Complaints through FHEO 903 on-line portal at hud.gov/fairhousing. FHEO will not be accepting complaints through email, mail, fax, over the phone, or in person (via walk-in). Subject to the exceptions listed below:

1. Persons with disabilities who need a Reasonable Accommodation
2. Persons with limited English Proficiency
3. Persons with lack of access to filing on-line (lack of access to a computer, internet, etc.)

Persons who qualify for an exception will need to either call the general FHEO hotline number at (800) 669-9777 or mail in a paper 903 to Region IX at the following address:

San Francisco Regional Office of FHEO

U.S. Department of Housing and Urban Development

One [Sansome Street, Suite 1200](#)

[San Francisco, CA 94104](#)

As of March 14, 2025, Region V's Complaint inbox email address will no longer be in use for external users (complaintsoffice05@hud.gov.) Additionally, the following FHEO Region V numbers will no longer be in use:

Regional Hotline Number: (800) 765-9372

Regional Intake Number: (312) 913-8453

Regional Spanish Intake Number: (312) 913-8456

The only active telephone number will be the National Hotline Number: (800) 669-9777 and that number will get routed to FHEO's San Francisco Office who will be responsible for answering the calls for all ten regions.

Please provide this information to your staff and that as of tomorrow, please do not refer constituents to the email address and Region V phone numbers listed above. Constituents, including those who walk into the office, should be informed that if they are seeking to file a fair housing complaint, they should file on-line at hud.gov/fairhousing. If they are unable to file online due to one of the exceptions listed above, they should be either given the national hotline number to call or a paper 903 form with instructions to fill it out and mail it to the San Francisco address. FHEO HQ is working on putting a packet together for walk-in constituents and when available, I will forward for your use.

If you have any questions, please let me know.

Thank you for your cooperation. I intend to provide this same information to the other Program Directors, our FHAP Agencies, and our FHIP organizations."



Kimberly Wize
Indiana Field Office Director
U. S. Department of Housing & Urban Development
Indiana State Office
[575 North Pennsylvania Street, Suite 655](https://www.hud.gov/indiana)
[Indianapolis, IN 46204](https://www.hud.gov/indiana)
Kimberly.Wize@hud.gov

Confidentiality notice: This message is only for the use of the intended recipients. It may contain information that is attorney-client privileged, attorney work product or otherwise confidential and exempt from disclosure under law. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, printing or copying of this communication is strictly prohibited. If you received this communication in error, please return the original message to the sender and delete the original message and any copies of it from your computer systems. If you have any questions about whether the message may be subject to privilege or may be forwarded, acted upon, or disclosed, please contact the Office of the General Counsel.