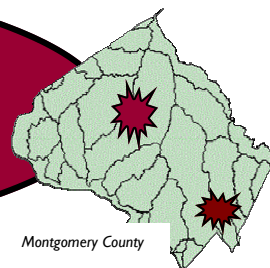




Resident Connections

A publication of the Housing Opportunities Commission of Montgomery County

For Spanish, Korean or Russian translation see www.hocmc.org



HOC
BRANCHES
OUT!

TWO NEW CUSTOMER SERVICE CENTERS OPEN

Gaithersburg and Silver Spring Centers Welcome HOC Residents

The Housing Opportunities Commission (HOC) is opening two new customer service centers to better serve its clients. One center in Gaithersburg will open its doors on May 1 and a second center will open this summer in Silver Spring.

Anyone in Montgomery County who participates in an HOC rental housing program will be able to receive services at either center.

Trained staff at the centers will be available to meet with clients to answer questions, transact HOC housing program business and provide information about HOC programs and services.

Counselors will also be available to work one-on-one with clients,

“...This will make it much, much easier for clients to participate in our housing programs.”

—Les Kaplan
Director, HOC Housing Resources

helping them with information about job training, educational opportunities, child care services and other programs for which they may qualify.

In the past, most clients had to

travel to Kensington, Maryland, to HOC headquarters, to receive housing services.

Both of the new service centers are easily accessible by Metro.

Montgomery County landlords who participate in the Housing Choice Voucher program through HOC will also be able to visit either center to receive services. ■

A “Frequently Asked Questions” list is included on the other side of this newsletter. If clients have further questions about the new locations they should call: **240-773-9009** or email at: **hrs@hocmc.org**

Opening Soon: (Below) HOC’s Silver Spring Customer Service Center at 8241 Georgia Avenue is expected to open this summer.



Above: HOC’s new Customer Service Center at 101 Lakeforest Blvd. in Gaithersburg, MD. The building also houses Comcast offices. HOC’s offices are on the second floor.

At a Glance.....

- HOC Gaithersburg Customer Service Center
101 Lakeforest Blvd., # 200
Gaithersburg, MD 20877

Opens May 1, 2008
Phone: 240-773-9009

- HOC Silver Spring Customer Service Center
8241 Georgia Ave., 2nd floor
Silver Spring, MD 20910

(expected to open
Summer 2008)

Phone: 240-773-9009

Frequently Asked Questions

1. What services will be offered at the customer service centers?

Generally, any services which were previously provided at HOC headquarters will be available at the customer service centers, including:

- Recertifications for the Housing Choice Voucher Program, Opportunity Housing and Public Housing;
- Emergency Assistance
- Inspection information;
- Eligibility interviews;
- Address changes; and
- Rent payments

2. Will I need to make an appointment to meet with a housing specialist?

Appointments are preferred. (Call 240-773-9009 for an appointment at either center.) However, clients without

appointments will be seen on a walk-in basis.

3. Are children permitted at the centers?

Yes. A special activity room, with games and books, is available where parents can wait with their children.

4. Is parking available at the customer service centers?

Yes. A free parking lot in front of or behind the Gaithersburg office is open to all HOC clients and guests. Metered parking is available nearby the HOC Silver Spring Customer Service Center.

5. Have accommodations been made for people with disabilities who visit the customer service centers?

Yes. Both customer service centers are accessible to people with disabilities.

6. I usually mail my rent to the HOC

Kensington office (10400 Detrick Ave., Kensington, MD 20895). Should I continue to mail my rent payment there?

Yes. If you have been mailing your rent payment to HOC's Kensington office, you should continue to mail the payment there. Rent payments may also be dropped off at the centers.

7. How do I get to the new customer service centers?

Both centers are easy to reach by public transportation.

■ Directions to Gaithersburg office:

From Shady Grove Metro (Red Line):

Take Metro Ride-On Bus 55 (to Germantown), 61 (to Germantown) or 59 (to Montgomery Village) to stop at Odendhal Ave. and N. Frederick Ave. Walk north one block and turn right on Lakeforest Blvd.

■ Directions to Silver Spring Customer Service Center:

From Silver Spring Metro (Red Line):

Take Metrobus 70 to the intersection of Georgia and Spring Street. (HOC's Silver Spring office is 4 blocks from the Silver Spring Metro station.) ■



Housing Opportunities Commission
10400 Detrick Avenue
Kensington, MD 20895-2484