HOUSING DEPARTMENT NEW TELEPHONE INFORMATION

24 HOUR INFORMATION LINE: 626-744-8300

To better serve our customers, the City of Pasadena Housing Department has a new automated voice line which is available 24/7 to provide information regarding housing department services. When you call our main telephone information line, 626-744-8300 you will hear the following greeting:

Hello, you have reached The City of Pasadena Housing Department. Our automated voice service has changed to better serve the community. This 24/7 (24 by 7) service provides details on housing assistance, home buyer or ownership assistance and housing related services including owner & landlord inquiries. For Spanish press 1 now. Please listen to the menu options before making your selection. We recommend having paper & pencil available to note important information and/or instructions. Pasadena Housing office is located at 649 N. Fair Oaks, Suite 202, on the second floor of Renaissance Plaza Shopping Center next to Von's market. Hours of operation are Monday – Thursday 8:00 am – 5:00 pm and closed every Friday. The City of Pasadena Housing web site provides information including a free housing search feature; housing projects, homeless shelter programs and additional related housing links at www.ci.pasadena.ca.us/housing . Computer access for web resources is located at all City Libraries, Jackie Robinson Center and Housing. Library card and reservations are needed for computer use at Library locations.

After the main greeting above, you will have the following Menu options:

All information regarding Section 8 including: Sec 8 Rental assistance, current participants, inspections & owner inquiries, press **2**

Affordable Rental Housing, Home Buyer or Home Ownership assistance & Customer Service on Existing Loans, press **3**

Special Needs and Homeless Housing, press **4**

Community Development Block Grant Program, press **5**

Housing Production, press **6**

All Other Housing inquiries including: owner property listing for vacant available units and to report fraud, press **7**

To Repeat Menu, press **9**