

Contact Matrix

<p>You Should Contact MMAM When You Want To:</p> <p>Main Line: 517-267-9277</p>	<p>You Should Contact EPS When You Want To:</p> <p>Main Line: 800-639-6512</p>	<p>You Should Contact MSHDA When You Want To:</p> <p>Main Line: 517-373-1973</p>
<ol style="list-style-type: none"> 1. Inquire about the status of a Management and Occupancy Review (MOR) 2. Send responses to Management and Occupancy Review (MOR) 3. Ask about a finding in the Management and Occupancy Review (MOR) 4. File an MOR appeal 5. Ask a specific processing question regarding Contract Renewals 6. Inquire about the status of a Contract Renewal or Adjustment 7. Process a rent increase or utility allowance 8. Inquire about Opt-Outs 9. Resident or Congressional Inquiries, contact the Resident Coordinator (517) 267-9905 or residentcomplaints@mmam.net 	<ol style="list-style-type: none"> 1. Inquire about the status of submitted TRACS file/HAP voucher 2. Address discrepancies on your monthly HAP voucher 3. Ask TRACSMail\202b questions 4. Discuss complaints, comments or policy issues regarding voucher submission 	<ol style="list-style-type: none"> 1. Inquire about the status of your HAP payment (once approved by EPS) 2. Change your bank account information 3. Inquire about the status of your Special Claim 4. Ask general vouchers questions 5. Ask general program questions, policy issues or improvement ideas or offer a general complaint 6. Discuss processing issues related to our subcontractors MMAM and EPS, Inc.