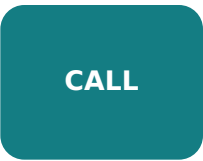


# HOW TO CONTACT US

WE CARE. WE LISTEN. WE RESPOND.

Participants | Landlords | Residents

Contact DBHA staff directly. We will route your request to the right team.



DBHA MAIN CONTACT

**(954) 425-8449**

Executive Office: (954) 498-5345

ONLINE + MAIL

**dbhaonline.org/contact**

533 S. Dixie Highway, Suite 201  
Deerfield Beach, FL 33441

RESPONSE EXPECTATION

**Allow up to 48 business hours (2 business days) for a response.**

Business days are Monday-Friday, excluding agency holidays.

## WHO SHOULD I CONTACT?

Use the team contacts below. If unsure, call DBHA or use the website form.

### HOUSING CHOICE VOUCHER (HCV)

**Participants and landlords**

**Kittisha Allick | HCV Manager**

(954) 895-6986 | kallick@dbhaonline.org

**Mica Brown | HCV Coordinator**

(954) 428-0678 or (954) 579-7672  
mbrown@dbhaonline.org

**INSPECTIONS**

**Jean St. Juste | Housing Inspector / Special Projects**

(954) 805-0057 | jstjuste@dbhaonline.org

**FAMILY SELF-SUFFICIENCY (FSS)**

Aja Taylor | (954) 654-0383 | ataylor@dbhaonline.org

### DBHA PROPERTY RESIDENTS

**Residents: start with your assigned Community Manager**

**LaTonya Beasley | Community Manager**

(954) 734-0790 | lgraves-beasley@dbhaonline.org

**Jahnique Camper | Community Manager**

(954) 832-1218 | jcamper@dbhaonline.org

**MAINTENANCE**

**Miguel St. Ange | Maintenance Director**

mstange@dbhaonline.org

Routine work orders: contact your property office.

### LANDLORD PAYMENTS & ACCOUNTING

**Payment questions**

**Mark Biener | Senior Accountant**

(728) 230-0737 | mbiener@dbhaonline.org

**Complaints about payment/accounting**

**N. Shawn Joy, CPA, CGFM | Chief Financial Officer**

Cell: (954) 895-5470 | sjoy@dbhaonline.org

Deerfield Beach Housing Authority

533 S. Dixie Highway, Suite 201, Deerfield Beach, FL 33441

## HELP US RESPOND QUICKLY

When you call, leave a voicemail, or use the contact form, include:

- 1

Your name and a safe callback number or email
- 2

Your connection to DBHA: participant, landlord, or resident
- 3

Property address/unit or HCV participant/landlord name
- 4

A brief description, relevant dates, and what response you need

## WHEN DOES THE RESPONSE WINDOW START?

WEEKEND

**A message on Saturday or Sunday**

Count Monday and Tuesday; response by Tuesday close.

AFTER HOURS

**A message Friday at 6:00 p.m.**

Count Monday and Tuesday; response by Tuesday close.

HOLIDAY

**Monday is an agency holiday**

If received Monday, count Tuesday and Wednesday; response by Wednesday close.

**NEED TO ESCALATE?**

After using staff channels, contact below if unanswered or you have an additional complaint.

**LaShanna Bruce | VP / Chief Development Officer**

(954) 734-0943 | lbruce@dbhaonline.org

**COMMUNITY SUPPORT NUMBERS**

211: community help | Mental health support: (954) 463-0911

Police non-emergency: (954) 764-4357 | Animal Control: (954) 359-1313

## IMMEDIATE EMERGENCY? CALL 911

For immediate danger, medical emergencies, fire, or a crime in progress, get emergency help immediately.

**ALL MAINTENANCE EMERGENCIES: CALL MIGUEL ST. ANGE (954) 815-2357**

Emergency Housing: Terry Scott | Community Liaison | (728) 206-1590 | Routine: DBHA main line or website contact form.