



ST. LOUIS
HOUSING
AUTHORITY

OFFICE OF OMBUDSMAN

At SLHA, the Office of Ombudsman assists with resolving issues related to the Public Housing and Housing Choice Voucher (HCV/Section 8) programs, ensuring that all concerns are handled with fairness, patience, courtesy, dignity, and respect.



Who can receive assistance from SLHA's Office of Ombudsman?

- Public Housing residents
- Housing Choice Voucher (HCV/Section 8) program participants, including tenants and owners/landlords

What should I tell the Ombudsman?

When contacting the Office of Ombudsman, provide a detailed and factual description of the issue, including specific names, dates, and other relevant details. Additionally, it is helpful to include how you would like the matter to be resolved.

While the Ombudsman may not always be able to achieve your desired outcome, they will ensure that your concerns are addressed with fairness, respect, and in accordance with SLHA's policies.

How do I contact an Ombudsman?

Email:

ombudsman@slha.org

or call:

314-286-4307

Ombudsman for
HCV/Section 8 Program

314-286-4251

Ombudsman for
Public Housing Program