

# Contact Matrix

The information below identifies where to direct inquiries for various processes:

## MMAM

Contact MMAM at **(517) 267-9277** for the following items:

### **Management Occupancy Reviews (MOR)**

Appeal filings:  
Findings and concerns:  
Responses:  
Status:

### **Contacts**

*Greg Wicklund  
MMAM Senior Asset Manager  
MMAM Senior Asset Manager  
Kristy Hall or Senior Asset Manager*

Contract Renewal status:  
Opt-out questions:  
Processing questions:  
Rent increases or utility allowance processing:

*Ken Callicutt  
Ken Callicutt  
Ken Callicutt  
Ken Callicutt*

General complaints:  
Tenant or congressional inquiry:

*Greg Wicklund  
MMAM Resident Coordinator at (877)253-7709  
or [coordinator@mamhousing.com](mailto:coordinator@mamhousing.com).*

## EPS

Contact EPS at **(802) 660-2800** or visit its website: [www.tracsexperts.com](http://www.tracsexperts.com) for the following items:

Complaints, comments, or policy issues:  
iMAX\202D questions:  
Monthly HAP voucher discrepancies:  
Special Claims status concerns:  
TRACS file/HAP voucher submission status:

### **Contacts**

*Hilary Crowell  
Hilary Crowell  
EPS Data Analyst  
Rich Crowell  
EPS Data Analyst*

Electronic Transmission Issues/Password Resets:

*TRACS Hotline (800) 767-7588 or  
[tracs@hud.gov](mailto:tracs@hud.gov)*

## MSHDA

Contact MSHDA at **(517) 241-2560** for the following items:

Change bank account information:  
General voucher questions:  
General program questions, or policy issues:  
HAP payment status (once approved by EPS):  
Processing concerns related to subcontractors:

### **Contacts**

*Kyle Shaffer  
Maggie Droste or Kristin Lautner  
Jeff Fedewa  
Kyle Shaffer  
Jeff Fedewa*