



Scattered Site Property Management Transition
Frequently Asked Questions

1. Where do I pay rent?

- **Online:** <http://www.hocmc.org/extra/20-online-rent-payment.html>.
- **Phone:** 1-866-804-2894.
- **In person:** customers may drop their payments in the dropbox located outside of HOC's East Deer Park Office (231 East Deer Park Drive, Gaithersburg, MD) or the office at Holly Hall Apartments (10110 New Hampshire Avenue, Silver Spring, MD).

2. Who do I call for a work order/maintenance request?

- **Up County** customers: 240-641-6363 (East Deer Park Office, Gaithersburg)
- **Down County** customers: 240-641-6365 (Holly Hall Apartments, Silver Spring)

3. Where do I go to speak to someone in person about recertification and/or transfers?

- **Up County** customers: East Deer Park Office, Gaithersburg
 - Managers: Atta Osei and Yvette Yates
- **Down County** customers: Holly Hall Apartments, Silver Spring
 - Manager: Debra Newkirk

4. What are office hours of operation?

- Management personnel are accessible during HOC's regular business hours from 8:30 am - 5:00 pm, Monday - Friday.

5. Who do I call for maintenance service/assistance after hours?

- **Up County** customers: 240-641-6363 (East Deer Park Office, Gaithersburg)
- **Down County** customers: 240-641-6365 (Holly Hall Apartments, Silver Spring)

Still have questions or concerns? Reach out to a Customer Relationship Specialist at our Call Center at (240) 627-9400 or by emailing help@hocmc.org.