

Staff Phone Contact Directory

HSO (Housing), Property Management & Community Connections

Main Line: (360) 479-3694 | Fax: (360) 616-2927



Housing Director

Anne Conte

Ph: 616-7181 | Cell 265-9689

HCV Program & Housing Projects Director

Wendy Westby

Ph: 616-7111 | Cell: 801-7737

HSO (Housing) Department

Assistant Director of Housing	Angela Branson	Ph: 616-7140 Cell: 509-6403
Housing Department Administrative Specialist	Susan Wilson	Ph: 616-7177 Cell: 328-6885
Alpha Caseload/Program	Housing Specialist Name	Phone & Fax
SHP, EHV, FSS/HOME, VASH (L-Z), X-Z, TBRA, LIHTC (Tax Credit) units, Multifamily, and PBVs for Pendleton & Bay Vista Commons	Trinaty Alexander, Lead Housing Specialist	Ph: 616-7135 F: 616-2926
B, C, F, G, Jf-Jz, S-Sh, FYI, VASH (A-K)	Tasha Walton	Ph: 616-7126 F: 616-2934
E, Hp-Hz, K, L, M, Si-W	Kathy Bolles	Ph: 616-7120 F: 616-2843
A, D, I, J-Je, H-Ho, N-R, T, Stability	Tanya Brown	Ph: 616-7157 F: 616-2844
Pending caseload	TBD	Ph: TBD F: TBD
Pending caseload	TBD	Ph: TBD F: TBD
Resident/Property Certification Specialist	Paula Pagdilao-Cady	Ph: 473-0324 Cell: 731-7414 F: 616-2833
<i>Pending caseload: Project FREE (FSS) Specialist</i>	Dina Pearson*	Ph: 473-0323 Cell: 516-8782 F: 616-2857
HCV Support Staff Title	Name	Phone, Fax or Cell
Admissions Specialist	Cynthia Rodriguez* Shaylynn Houston*	Ph: 616-7168 F: 616-2910 Ph: 616-7166 F: 616-2809
Customer Service Team & RENTCafe Support	Amelia Rivera Tatyana Jacobs Ashley Heninger	Ph: 616-7195 Ph: 616-7193 Ph: 616-7196
Process Improvement & Customer Service Team Manager	Lori Reisinger	Ph: 616-7142 Cell: 340-8140
Housing Inspector	Kristafer Whitcher TBD	Ph: 616-7143 F: 616-2784 Ph: TBD F: TBD
Quality Assurance Programs & Housing Inspector Manager	Ebony Searles	Ph: 616-7127 Cell: 900-9619
* Reports to Community Connections Team Manager, Genevieve Borja		

Staff Phone Contact Directory

HSO (Housing), Property Management & Community Connections

Main Line: (360) 479-3694 | Fax: (360) 616-2927



Property Management/Affordable/Tax Credit

Property Operations Manager	Rhonda Holland*	Ph: 473-0321 Cell: 277-7025
Assigned Properties	Name	Office Phone & Cell
Bay Vista South & West, BHA Homes	Inta Jette	Ph: 616-7170 Cell: 517-9376
The Summit, Mills Crossing	Gabbie Watts	Ph: 616-7169 Cell: 689-8566
The Firs, Tamarack	Jennifer Hough	Ph: 373-8479 or 377-0232
BBSP Properties: Casa Del Sol, Charter House, Shadow Court, Tara Heights, Winfield, Wright Court	Tina Ford	Ph: 616-7175 Cell: 689-8991
Pendleton Place, Evergreen Bright Start, Wheaton Landing	Zack Lujan	Ph: 473-0322 Cell: 509-2090
Housing Assistant Name	Their Assigned PM	Office Phone & Cell
Heidi Panichello	Inta, Gabbie	Ph: 473-0326 Cell: 509-3754
Kelly Dennison	Jennifer, Tina	Ph: 616-7178 Cell: 536-3398
TBD	Zack	Ph: TBD Cell: TBD
* Out of office until further notice as of 4/30/26		

Community Connections

Title	Name	Phone, Fax or Cell
Community Connections & Admissions Manager	Genevie Borja	Ph: 473-0328 Cell: 689-5054
Community Resources Coordinator (ROSS)	Dacia Nix	Ph: 616-7180 Cell: 620-8774
Community Program Coordinator	Lisa Quinn-Hulley	Ph: 616-7220

Maintenance

Maintenance Operations Manager	Ben Calhoun	Cell: 621-4190
Emergency After Hours*	On-Call Maintenance Staff	Cell: 261-6448
Non-emergency After Hours*	On-Call Maintenance Staff	Cell: 473-0326
* Emergency & Non-emergency Numbers are ONLY to be used after business hours. <i>Should a maintenance issue arise during business hours, callers should contact the Housing Assistant or Property Manager associated with the property the issue is taking place at.</i>		