



IT IS THE POLICY TO INVITE APPLICANTS/TENANTS TO FILE REPORTS, COMPLAINTS, GRIEVANCES, AND APPEALS AND THAT THEY ARE HANDLED IN A FAIR, PROMPT, AND IN A PROFESSIONAL MANNER

APPEAL STAGES:

- Denials** → **Building Management (On-Site)**
- First Appeal** → **Compliance Staff (Impartial Member of CCH)**
- Further Appeals** → **File Grievance (See below)**

COMPLAINT STAGES:

- First Level Resolution** → **Building Management (On-Site)**
- Second Level Resolution** → **Portfolio Manager (Oversight of On-Site)**
- Third Level Resolution** → **File Grievance (See 2nd Page)**

GRIEVANCES:

- First Level Resolution** → **Portfolio Manager (Oversight of On-Site)**
If Portfolio Manager has already Responded or was involved, will go to Associate Director of Property Management for an Informal Hearing.
- Second Level Resolution** → **Compliance Staff (Impartial Member of CCH)**
*Can be Informal or Formal Hearing
 PHA Properties will get Formal Hearing Officer*
- Third Level Resolution** → **Director of Property Management**
- Final Decision Contact** → **Chief Operating Officer**
CCH Executive with oversight of Property Management Department

PLEASE TAKE NOTE

The following considerations of circumstances when determining to deny or terminate assistance or evict because of action or failure to act by members of the family:

- Management and Hearing Officers must consider all relevant circumstances.
- Management and Hearing Officers may impose requirements that other family members not reside in the unit or receive assistance.
- Admission Denials, assistance termination or evictions due to illegal use of drugs or alcohol abuse by a member no longer engaged in such behavior: Management and Hearing Officers should consider any successful and completed supervised drug or alcohol rehabilitation program, or otherwise successfully rehabilitated (42 U.S.C. 13661). Requests for evidence may be required.
- If the family includes person(s) with disabilities any decision concerning such action is subject to considerations of reasonable accommodation in accordance with 24CFR, Part 8.
- Management and Owner's actions must be consistent with fair housing and equal opportunity provisions of 24 CFR SS 51.05 and 24 CFR Part 5, Subpart L, for protections for victims of domestic violence, dating violence, sexual assault, or stalking.
- Evictions considered as a last resort, non-payment cases should offer fair and reasonable payment plan must be offered, and considerations of health, safety and quiet enjoyment must be balanced with a consideration that residents may have no other housing options nor complete control over all household members and guests.