

## **APPLICANT/RESIDENT GRIEVANCE PROCEDURE POLICY**

Grievances or complaints may include, but are not limited to, rejection of an application, concerns regarding maintenance requests, resident complaints, fair housing, general reports concerning the property and/or resident activity.

Applicants and residents are required to submit a signed and dated written grievance or complaint statement regarding the issue to the Management Office before priority attention can be given to the issue or any resolution to the problem can occur. Please use form MO-16.

Applicants and residents are required to make an appointment with the Property Manager or other member of the Management team to discuss the issue.

If the issue is not remedied by Management in a satisfactory manner within three (3) to five (5) business days, the written grievance or complaint must be submitted to the Regional Property Supervisor in the Management Agent's office immediately.

If the applicant or resident believes that he/she has been discriminated against, or would like information on what constitutes housing discrimination, he/she will be given the local HUD Office of Fair Housing and Equal Opportunity telephone number, or the HUD 1-800 telephone number. (Please see forms RS-30 "Notice of Status of Application" and/or RA-20hr "Owner Disclosure and Resident Grievance Procedure". Please also refer to the last page of the "Market" rental agreement for non-assisted properties.)

### **Additional Applicant Grievance Procedures:**

The applicant has the right to discuss the problem with someone other than the person who was processing the application. If the applicant is a person with disabilities, and he/she states that he/she feels the reason for the rejection is related to the disability, a Reasonable Accommodation by Management may be possible to make the application acceptable.

In addition to the above, USDA applicants have the right to a hearing. If within 30 days from the date of the request for a hearing, the applicant and the Owner/Owner's Agent have not agreed upon the selection of a hearing officer or hearing panel, the Owner/Owner's Agent must notify USDA-RD by mail of the situation. USDA-RD will appoint a person to serve as the sole hearing officer. This is in accordance with USDA-RD Grievance and Appeals Procedures under subparts 7 CFR 3560.154 and 7 CFR 3560.160(f). USDA-RD and RD515/S8 properties are also required to "post" the "Grievance Procedure" in the Management Office of the apartment community. Photocopies will be supplied to applicants/residents upon request.