

LEASE ADDENDUM RESIDENT GRIEVANCE AND APPEAL PROCEDURE

Do You Have a Complaint?

You have the right to file a GRIEVANCE and to APPEAL almost any adverse action we take against you. The purpose of this grievance and appeal procedure is to make sure that all of our residents are treated fairly, while at the same time allowing us to maintain and safeguard our home and apartments.

When Can You File a Grievance?

You can file a grievance if we fail to act in accordance with your lease, or local housing regulations, and, as a result, you don't get all the benefits you are entitled to. This might include:

1. A refusal or failure to make repairs
2. A disputed bill for damages we feel you, your family, or your visitors caused
3. A false report that you are in violation of your lease
4. Failure to compensate you for harm or damages done to you

The grievance procedure DOES NOT apply to:

1. Eviction notices (However you can contest these in court and may wish to talk to an attorney before moving.)
2. Disputes between tenants

How Does the Grievance Procedure Begin?

It begins when you present your complaint to the owner or manager. This must be done within 10 days after your complaint arose or you received notice from us that you feel is in error. Please put your complaint in writing and keep a copy of it. We will meet with you within 5 working days of your request to try to work things out. In almost all cases we should be able to resolve your concern.

What If I Still Disagree with the Decision?

You can ask for a hearing before a neutral mediation panel. This must be done in writing, no more than 10 days after you get the summary of our meeting. You should state why you are asking for a hearing and what you want done. The hearing officer or panel will meet with all of us and has the power to reverse our decision. We will send you a written summary of our meeting no later than 10 days after we meet.

Who Will Choose the Hearing Officer or Panel?

Two options: The first option is that we use a third party mediation service that is helpful in deciding disputes with landlords and residents. The following company provides that service. Or we can select a mediation panel more informally. Each of us select a person to serve on a panel and the two selected, then choose a third and all three hear the case. The mediation panel must be willing to listen to both sides and cannot be paid. They must also write down their decision and the reasons for their decision. If we can't agree on an informal panel, the mediation service will be used.

What Are My Rights at the Hearing?

1. You have the right to examine all relevant documents, records, and regulations BEFORE the hearing.
2. You have the right to present evidence at the hearing and to question all available witnesses, if applicable.

When Will I Get a Decision?

You will receive a written decision within 10 days after the hearing. It must set out the reasons for the decision and be based solely on the facts presented at the hearing. This decision is binding unless the local housing office determines it is contrary to their regulations. If the decision is found in favor of the resident, the resident will be entitled to full reimbursement for any expenses or damages incurred, plus up to three months worth of rent, depending on the seriousness of the situation.

What If I Still Do Not Agree with the Decision?

At this point you may then wish to talk to an attorney, after first going through the above steps. However, management will do everything it can to treat all residents fairly so this final step will not be necessary.

Thank you for your cooperation in helping us to resolve this matter to your satisfaction.

Rental Manager