

GRIEVANCE PROCEDURE

Lease Addendum No.16

Resolution 17-03

Stevens Point Housing Authority

1) Purpose of the Grievance Procedure

This grievance procedure is to assure that any Stevens Point Housing Authority resident has the opportunity for an informal hearing if that resident disputes within a specific time any Housing Authority action of failure to act which involves that resident's Lease with the Housing Authority or any resident's rights, duties, welfare, or status. This procedure does not apply to disputes between residents which to do involve the Housing Authority or to the class grievances and shall not be used by residents to negotiate policy changes with the Housing Authority.

2) Definitions

- a. Grievance is defined as any dispute which a resident may have with respect to any Housing Authority action or failure to act, in accordance with that individual resident's Lease or Housing Authority regulations, when such action or failure to act adversely affects the individual resident's rights, duties, welfare, or status.
- b. Complainant is defined as any Housing Authority resident whose grievance, as defined in 2.a. above, is presented orally or in writing to the Administrative Office, 1300 Briggs Court or to the site office at the project in which that resident resides and who follows the steps outlined in this procedure to seek relief of that grievance.
- c. Resident is defined as any lessee or the remaining head of the household of any lessee's family residing in housing accommodations covered by this procedure.

3) Procedure

a. Informal Discussion to Settle the Grievance

After being given a notice by the Housing Authority that the resident has acted or failed to act in accordance with the provisions of the Lease or the Housing Authority's regulations, the resident will have ten (10) days to request, in writing an informal discussion. Failure to request an informal discussion will constitute a waiver of this procedure. If an informal discussion is requested within ten (10) days, the grievance shall be presented, in writing to the Administrative Office so that the Grievance may be discussed informally with the appropriate member(s) of the Housing Authority staff.

The Resident shall have the right to examine any relevant document, records, or regulation directly related to the eviction or termination prior to any hearing or trial.

Within ten (10) days after this discussion, the Housing Authority shall prepare a summary of the discussion; one copy of this summary shall be given to the resident and one copy retained by the Housing Authority in that resident's file. The summary shall specify the names of the participants, date of the meeting, the nature of the action which is proposed to resolve or dispose of the complaint and the specific reasons for this decision.

b. Grievances Involving Rental Payments

If the grievance for which a hearing is sought involves payment by the complainant of the amount of rent stipulated in that resident's Lease with the Housing Authority, no hearing will be scheduled until the complainant has paid to the Housing Authority the rent due as of the first day of the month preceding the month in which the aggrieved incident occurred or any month thereafter. Failure to do so will result in the termination of the grievance procedure. Failure to make the monthly payment does not waive any right the complainant may have to contest in any appropriate judicial proceeding the Housing Authority's action.

c. Formal Grievance Hearing

Should an Informal discussion fail to settle or solve a grievance, a Formal Grievance Hearing may be held. The resident will have ten (10) days after receipt of the summary of the discussion to request, in writing a formal grievance hearing.

The grievance shall be personally presented, either orally or in writing to the Hearing Officer. The Hearing Officer must be someone other than the person who made or approved the Housing Authority action under review; or a subordinate of such person.

Within ten (10) days after the Formal Grievance Hearing, the Housing Authority shall prepare a summary of the hearing as stated in a. of the Grievance Policy.

The decision of the Hearing Officer shall be final. Complainant has the right to contest eviction or termination in any appropriate judicial proceeding.

ADOPTED AS RESOLUTION 04-5 by the Stevens Point Housing Authority Advisory Committee at the regular meeting on January 13, 2004. Revised by the Community Development Authority Board on July 31, 2012. Subsequently adopted as Resolution 14-06 by the Stevens Point Housing authority Board of Commissioners on April 8, 2014. Subsequently adopted as resolution 17-03 by the Stevens Point Housing Authority Board of Commissioners on March 14, 2017.

Chair *Lee Bersichke*

Date 3-14-17

Secretary *Donna Bella*

Date 3-14-17