

Cheyenne Housing Authority
Grievance Policy and Grievance Procedures
Multifamily Properties
Indian Hills Manor and Pine Bluffs Apartments

The purpose of this grievance policy and grievance procedures is to provide residents and prospective residents with a fair, prompt and consistent process to understand the purpose of the grievance process; present evidence and arguments in support of their position; and to offer mitigating information explaining past events or behavior.

PURPOSE:

The family may request a meeting with a Cheyenne Housing Authority (CHA) designated representative for the following reasons:

- Program eligibility determinations, including whether the information submitted by the applicant supports approval under applicable policy and program regulations/denial of admission
- Rent Determinations
- Recertifications (annual/interim)
- Termination of assistance
- Terminations of tenancy and lease
- Maintenance charges
- Denial or termination of assistance related to citizenship or immigration status*

These grievance policies and grievance procedures do not apply in the following circumstances:

- Disputes between tenants not involving the CHA or class grievances.
- Is not intended as a forum for initiating or negotiating policy changes between a group or groups of tenants and the CHA's Board of Commissioners.
- CHA will exclude from this policy and these procedures any grievance concerning a termination of tenancy or eviction that involves:
 - Any criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises of other residents or employees of the CHA;
 - Any violent or drug-related criminal activity on or off such premises; or
 - Any criminal activity that resulted in felony conviction of a household member.

INFORMAL COMPLAINTS

Tenants are encouraged to first raise concerns informally by:

- Speaking with their assigned housing specialist, or
- Submitting a written or verbal request for an informal meeting

REQUEST FOR A MEETING:

APPLICANTS

A request for a grievance meeting with CHA must be submitted in writing within **14 (fourteen)** business days** of the mailing date of the application denial.

Upon receipt of the written request, CHA shall within **15 (fifteen) business days** schedule and convene a grievance meeting. A written notification specifying the time and place will be mailed to the applicant.

TENANTS

A request for a grievance meeting with CHA must be submitted in writing within **10 (ten)** business days** of the mailing date of the lease termination letter, maintenance charge or other reason(s) listed in the Purpose.

Upon receipt of the written request, CHA shall within **10 (ten)** business days** schedule and convene a grievance meeting. A written notification specifying the time and place will be mailed to the tenant.

REMOTE HEARINGS FOR APPLICANTS OR TENANTS

CHA has sole discretion to determine if the grievance meeting will be conducted remotely by phone conference or other electronic method. The CHA will consider other reasonable requests for a remote grievance meeting on a case-by-case basis.

RESCHEDULING THE GRIEVANCE MEETING

The grievance meeting with CHA will only be re-scheduled for good cause. Good cause is defined as an unavoidable conflict which seriously affects the health, safety or welfare of the person requesting the grievance meeting. Requests to reschedule a grievance meeting with CHA, must be made **at least (1) one business day prior to the meeting date and time**. At its discretion, CHA may request documentation verifying "good cause." If CHA approves the postponement, the CHA will confirm by sending an updated written notification with a new date and time. The grievance meeting will only be rescheduled one time.

If the applicant / tenant does not appear at the scheduled date and time, and was unable to reschedule the grievance meeting in advance due to the nature of the conflict, the applicant/tenant must contact the CHA **within (1) one business day** after the scheduled grievance meeting date and time. The CHA will reschedule the grievance meeting only if the applicant/tenant can show good cause for failure to appear.

GRIEVANCE MEETING DETERMINATION

APPLICANTS

The CHA will prepare a written decision, together with the reasons thereof, **within 5 (five)** business days** after the grievance meeting and send it to the applicant.

TENANTS

The CHA will prepare a written decision, together with the reasons thereof, **within 10 (ten)** business days** after the grievance meeting and send it to the tenant.

*The process for appealing determinations for the denial or termination of assistance related to citizenship or immigration status can be found in the U.S. Department of Housing and Urban Development (HUD) Handbook 4350.3: Occupancy Requirements of Subsidized Multifamily Housing Programs.

**Time frame is per Multifamily regulations.