

Tenant Grievance Procedures

Rural Communities Housing Development Corporation is interested in providing high quality resident communities and encourages feedback from our residents on issues impacting them. We ask that if you have a specific complaint that you are unable to resolve, you complete a Tenant Grievance Report (located on the reverse of this form) and follow the procedures outlined below. If your grievance complaint relates directly to a disability, please contact RCHDC at (707) 463-1975 and ask for the Section 504 Coordinator.

Step 1- If your complaint is regarding a neighbor; try talking to that neighbor before involving management. Please attempt to resolve the complaint on your own.

Step 2- If you are unable to resolve your complaint, please complete the reverse side of this form and return it to the on-site property management office or place it in the tenant correspondence box at your property. The property manager will contact you (within 5 calendar days of receipt of your complaint) to request a time in which an informal meeting can be held. If an informal meeting is conducted, a decision regarding the outcome of your complaint will be made and you will be notified of this in writing within 10 calendar days of the meeting date. If you choose to leave an anonymous complaint, the property manager will be unable to respond to you but they will investigate and try to remedy the issue causing the complaint. A copy of any applicable actions taken will be placed in your tenant file along with the corresponding grievance report.

Step 3- If the property manager is unable to remedy your complaint, you may send a copy of your complaint to:

RCHDC
499 Leslie Street
Ukiah, CA. 95482
Attn: Property Management Department

The regional manager assigned to your property will review your complaint, review the actions taken by the on-site property manager, investigate your concerns, and respond to you within 10 days. If your complaint is against another tenant, the matter will be considered confidential and the outcome of any investigation will remain confidential.

Step 4- If the regional manager is unable to remedy your complaint, you may send a copy of the complaint to the CEO at the address listed above.

Step 5- The CEO will review your complaint and the documentation of all investigating parties. The CEO will make a determination as to the correct action or inaction to take concerning your complaint. If the CEO is unable to remedy the issue causing your complaint, you may request a copy of the complaint be sent to the Board of Directors at the address listed above. The complaint will be sent to the Board of Directors at the discretion of the CEO. A written response will be issued for all complaints received and reviewed by CEO and Board of Directors.

Step 6- If RCHDC is unable to remedy the situation AND you again wish to further escalate your initial complaint, you may send a copy of the complaint to one of the two entities listed below:

USDA Rural Development (USDA Properties only) - 5630 South Broadway, Eureka CA 95503

HUD (HUD Properties only) – 1 Sansome Street, Suite 1200, San Francisco, CA. 94104

It is against the law for RCHDC to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Tenant Grievance Report

Instructions: Please complete the following information and return it to the on-site property management office or place it in the tenant correspondence box. Please leave your contact information and you will be contacted within 5 days. If you choose to leave an anonymous complaint, no response will be sent to you but your complaint will be investigated.

Property Name: _____ Unit Number: _____

Tenant Name: _____ Phone Number: _____

Specific Complaint (Please include dates, names, times, locations, and any attempts taken to remedy the situation):

Requested Remedy (Please tell us what we can do to correct this problem):

Signature: _____ Date: _____

For internal use only:

Date received by Property Manager: _____ Date tenant contacted: _____

Date of informal meeting: _____ Date outcome letter sent to tenant: _____

Date received by Regional Manager: _____ Date tenant contacted: _____

Date of investigation: _____ Date outcome letter sent to tenant: _____

Date received by CEO: _____ Date tenant contacted: _____

Date of investigation: _____ Date outcome letter sent to tenant: _____

Date received for Board of Directors: _____ Date of Board Meeting: _____

Date of investigation: _____ Date outcome letter sent to tenant: _____