



HEF MANAGEMENT LLC

SECTION 504 GRIEVANCE POLICY

In addition to the Reasonable Accommodation/Modification Policies and Procedures established by HEF Management LLC. HEF Management LLC., has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by HUD regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794).

Section 504 states, in part, that "no otherwise qualified individual.....shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.....".

Complaints should be addressed to:

Willie Mosley
Section 504 Coordinator
HEF Management LLC
500 West Sunrise Blvd
Fort Lauderdale, FL 33311
954-556-4100 ext. 1403
954-556-4104 (Fax)

1. A complaint should be filed in writing, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations, within fourteen (14) days after the complainant becomes aware of the alleged violation.
2. An investigation, as may be appropriate, shall follow a filing of a complaint. The investigation shall be conducted by the office of the Section 504 Coordinator. These rules contemplate informal, but thorough, investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

- Prior to reaching a written determination, the Section 504 Coordinator will accept requests for an informal settlement of a grievance either orally or in writing to the office
3. within ten (10) business days of the grievable event. Within ten (10) business days of receipt of the request the office will arrange a meeting with the tenant at a mutually agreeable time and confirm such meeting in writing to the tenant.

If the tenant fails to attend the scheduled meeting without prior notice the office will reschedule the appointment only if the tenant can show good cause for failing to appear



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or if it is needed as a reasonable accommodation for a person with disabilities.

Good cause is defined as an unavoidable conflict which seriously affects the health, safety, or welfare of the family.

The office will prepare a summary of the informal settlement within five (5) business days; one copy to be given to the tenant and one copy to be retained in the office's tenant file.

4. The tenant must submit a written request for a grievance hearing to the office within five (5) business days of the tenant's receipt of the summary of the informal settlement. If the complainant does not request a hearing, the office's disposition of the grievance under the informal settlement process will become final. However, failure to request a hearing does not constitute a waiver by the complainant of the right to contest the office's action in disposing of the complaint in an appropriate judicial proceeding.
5. If the complainant has complied with all requirements for requesting a hearing, the hearing must be scheduled by the office for a time and place reasonably convenient to both the complainant and the office. Within ten (10) business days of receiving a written request for a grievance hearing, the office will schedule the hearing.
6. The files and records relating to the complaints will be kept on file at the property and the office of the Section 504 Coordinator.
7. A hearing officer will issue a written decision to the tenant, which shall include a resolution, if any, no later than ten (10) business days following the date of the grievance hearing.
8. **If the applicant or resident is a person with a disability he/she has the right to request a reasonable accommodation to participate in the grievance hearing process.**

HOUSING TENANT GRIEVANCE DIRECTIVE.
Effective January 24, 2020

Please review the following directives regarding resident grievances and complaints:

If a resident comes into your office and has an issue, you as a Property Manager must do everything you can from a customer service perspective to resolve the issue.

We understand many people will not be happy because what they want is not always possible.

It is still important to take ownership for what answer you give them. We empower you all to show confidence and professionalism at all times.

Use positive phrases that show your confidence and professionalism like, *"I hear what you are saying. However, this is why that is not possible: The contract terms we agreed upon state this..." or " HUD rules give no room for deviation"*.

Refrain from using negative statements that diminishes your authority in the eyes of the resident, like, *"That is what they make me do, I have no control over it."*

You must give them a copy of the attached grievance policy if they want to speak to someone above you.

When complaints are received at Home Office, your Property Supervisor will contact you regarding the issue.

The Property Supervisors will contact the resident only after you have spoken with the resident. given them the grievance form and attempted to resolve the issue.

I have attached the grievance procedure for distribution to all residents that request this documentation. We appreciate your immediate compliance to the notes listed above! If you have any questions or concerns please contact your Property Supervisor.

TENANT GRIEVANCE PROCEDURE

The following is an official grievance procedure. Management staff and residents of this complex shall be expected to abide by the same terms and conditions outlined herein:

A tenant has cause to grieve due to: inappropriate treatment by or a dispute with management staff, a dispute with another tenant, to protest maintenance charge, rent increase or transfer. All of these issues must be lease related.

Issues considered as an emergency or life threatening should be addressed to the Police Department.

The grievance must be submitted in writing (a grievance form is available at the site office). The grievance shall outline the problem, date of occurrence, any person(s) involved. The grievance form should be hand delivered to the office, but could also be received via mail, fax or email during normal business hours.

Management will review the grievance form and clarify any missing or ambiguous issues with the tenant.

Within five (5) business days, management will submit the complaint to the Section 504 Coordinator to determine the factual elements of the grievance and make a determination of the best approach to deal with the grievance.

The tenant filing the grievance may be called upon to attend an informal settlement meeting with management staff, the Section 504 Coordinator, and other person(s) as outlined in the grievance letter.

The outcome of the informal settlement will be documented by management and filed as part of the tenant and office records as a means to resolve the complaint without the need for a grievance hearing.

Dissatisfaction with the informal settlement resolution should be voiced to management and the tenant can request a grievance hearing.

At any time during the grievance process the tenant has the right to legal representation if requested and at the tenant's expense.

The hearing officer will issue a written decision to the tenant and the office no later than ten (10) business days after the grievance hearing.

The complainant can request a reconsideration of the case in instances where he/she is dissatisfied with the grievance hearing decision. The request for reconsideration along with any additional pertinent information should be made within ten (10) business days by contacting North Tampa Housing Development at (800) 982-5232.

NOTICE OF RIGHT TO TENANT'S GRIEVANCE

I have been advised of my right to an Informal Settlement Hearing with the Property Manager in case of a complaint with respect to Management's action or failure to act in accordance with the tenant lease or policies, which may adversely affect my rights, and/or duties.

I have also been advised that if I am not satisfied with the Informal Settlement disposition of my complaint, I have a right to proceed directly to a Grievance Hearing with a Hearing Officer or if applicable, a Hearing Panel, under the "Tenant Grievance Procedures".

I will have the right to appear at the Grievance Hearing and speak on my own behalf, to bring witnesses and documents as I desire, to cross-examine witnesses and be represented by counsel or other representatives of my choice. I have the right before the Grievance Hearing to examine and copy any documents, records, and/or regulations that are directly relevant to the hearing.

(Print Name)

(Tenant's Signature)

(Date)

GRIEVANCE PRESENTED

Date of Request: _____

Tenant Name: _____

Address: _____

Telephone number: _____

Account number: _____

Nature of Complaint/Grievance: _____

Resolution sought/Requested Relief: _____

Tenant's signature _____ Date: _____

MANAGEMENT

Grievance Hearing

Hearing Date: _____ Time: _____

Location: _____

Name of Hearing officer assigned: _____

Parties Present: _____

Conclusions and Final Ruling

Disposition Upheld: _____ Disposition Overturn: _____

Reason for Disposition: _____

Date: _____

TO THE TENANT: IF YOU DO NOT AGREE WITH THE DISPOSITION OF YOUR COMPLAINT WHICH RESULTS FROM THE INFORMAL SETTLEMENT HEARING, YOU HAVE THE RIGHT TO PROCEED DIRECTLY TO A GRIEVANCE HEARING. IF YOU DESIRE A GRIEVANCE HEARING YOU MUST SIGN AND SUBMIT THE ATTACHED FORM WITHIN 5 BUSINESS DAYS. IF YOU DO NOT SUBMIT THE FORM WITHIN 5 BUSINESS DAYS FOLLOWING THE INFORMAL SETTLEMENT HEARING DATE, YOU WILL WAIVE YOUR RIGHT TO A HEARING AND THE DISPOSITION OF THE COMPLAINT PROPOSED BY THE MANAGING PROPERTY WILL BECOME FINAL.

