

BAPTIST MANOR POLICY

Grievance and Appeals Policy & Procedure

Residents are entitled to an informal meeting/hearing to discuss any adverse actions taken by management against their household or any member of the household. The initial meeting will be held with the Executive Director. If no resolution is achieved following this meeting, a resident may meet with and be heard by an alternative representative of management or member of the Board of Directors. This opportunity relates to management's action or failure to act, in accordance with the lease and results in a denial, significant reduction or termination of benefits or, when a resident contests management's notice of proposed action.

Residents are also entitled to use this process to discuss any issue concerning the owner's obligations under the lease which the resident feels are not be met.

The reasons for a grievance may include some or all of the following:

- Failure to maintain the premises in such a manner that provides decent, safe and sanitary housing in accordance with State and local laws and ordinances.
- Violation of lease covenants and rules
- Modification of Lease
- Rule changes
- Rent changes not authorized by the governing agency or according to its approval
- Denial of a Request for a Reasonable Accommodation
- Any other matter pertaining to the landlord/tenant relationship.

Race, color, creed, religion, sex, national origin, age, familial status, or disability status will have no bearing on a review of resident issues regarding the adverse action.

The purpose of the procedure is to provide the resident with a forum in which to present any mitigating information and to inform the resident in full of the basis for the adverse action. If the resident has requested the meeting, it is his/her opportunity to present any legitimate complaints regarding owner obligations under the lease.

This informal meeting is an opportunity for both parties to present the reasons for their actions. It is intended to provide a mechanism for mediation of differences and the avoidance of litigation. It is not designed to provide the resident with all due process or substantive rights which are available under law. Residents are not precluded by this meeting from asserting any legal right concerning their tenancy through filing of a complaint through a court of law.

Applicants shall be entitled to a meeting in order to provide an appeal right for a person whose application for admission has been rejected, as well as for a person who has been denied an application, except in those cases where applicant clearly is not eligible for occupancy under the Tenant Selection Plan.

Applicant Appeal Process

Applicants who have been refused housing based on the Tenant Selection Plan rejection criteria will be notified by first class mail as to the reason for the rejection and a copy of this Grievance and Appeal procedure will be attached. The notice will advise the applicant of the right to request an appeal of that decision, in writing, within fourteen (14) days of the receipt of the original rejection notice. Appeal requests must be mailed or delivered to:

BAPTIST MANOR
276 Linwood Avenue
Buffalo, New York 14209

Within fifteen (15) days of receipt of the written appeal request, a meeting will be scheduled between the applicant and Office Manager or alternate representative of management. This meeting will be held at a mutually convenient time and date within fifteen (15) days of receipt of the written appeal request.

Applicants may present any information that has a bearing on the reason for the original rejection. A final written decision will be sent to the applicant within five (5) days of the meeting. Persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process.

If a final notice of rejection is issued, the applicant will have the right to appeal within fourteen (14) days of receipt of the final determination by contacting:

HOUSING AND COMMUNITY RENEWAL (HCR)
38-40 State Street
Albany, NY 12207
Attn: Office of Legal Affairs

BAPTIST MANOR

**GRIEVANCE PROCEDURE COMPLAINT FORM
(Request for a Hearing)**

1. Name _____
Last First Middle Initial

2. Circle one: Resident Applicant

3. Present Address: _____

4. Complaint (Please check one or more)
- Action of management staff
 - Another resident
 - Other (please use other side of paper if necessary)

5. Please describe completely the facts of your complaint. This should include dates, names of people to whom you spoke, the specific complaint-or action or lack of action -and, if possible, write this out in the order the events took place. Were there others who might verify your complaint.

6. Please write down what action you would like to be taken on this complaint. Please be as specific as possible.

7. Date of complaint: _____

8. _____
Signature of Resident/Applicant

Signature of Executive Director

SUMMARY OF MEETING/HEARING

Name and address of property: _____

Name and address of Resident/Applicant filing this complaint:

Specific nature of complaint:

Date of meeting: _____

Participants in meeting;

Decision and specific reasons therefore:

Executive Director

RESIDENT/APPLICANT'S ACKNOWLEDGMENT:

I hereby acknowledge receipt of a copy of this summary.

Date: _____