

## ATTACHMENT 5

### TENANT GRIEVANCE PROCEDURE

The following Tenant Grievance Procedure will be observed by the Managing Agent and the Resident Manager of \_\_\_\_\_. The Tenant Grievance Procedure is prepared in accordance with Title 25, Section 11403 of the California Code of Regulations (formerly California Administrative Code).

The purpose of the grievance procedure is to resolve complaints by the **Owner** (Landlord) concerning the Landlord's tenants, and by its tenants concerning the Landlord or the Landlord's other tenants. The grievance procedure **applies** to informal and/or formal mechanisms for dispute resolution, **as applicable**.

**NOTIFICATION:** A written copy of the procedure as approved by the California Housing Finance Agency shall be given to each tenant at time of admission to \_\_\_\_\_ and at such times as the procedures are changed or amended thereafter. A copy shall be posted in the project office at \_\_\_\_\_.

Neither utilization of the procedure nor participation in the dispute resolution process as herein set forth shall constitute a waiver of or affect in any manner whatever any rights the tenant or the Landlord may have to a trial de novo or judicial review in any judicial proceedings which may thereafter be brought in the matter.

**APPLICATION:** Every tenant has the right to utilize the Tenant Grievance Procedure. Any grievance of a tenant either against another tenant or against the Landlord or the Landlord's agent shall be presented either orally or in writing to the Resident Manager for forwarding to the Managing Agent.

**The tenant may submit the grievance directly to the Managing Agent if the tenant does not desire to discuss the grievance with the Resident Manager.**

**GRIEVANCE RESOLUTION PROCESS:** Initially, the Resident Manager shall discuss the grievance with the tenant in order to determine the scope of the problem, and whether or not a mutually satisfactory solution can be agreed upon.

If the tenant feels that the grievance cannot be resolved, the Resident Manager will submit the tenant's grievance to the Managing Agent along with a written report setting forth relevant facts, conclusions, and recommendations.

**Following submission of the grievance to the Managing Agent, the Managing Agent will meet with the tenant and attempt to reach a mutually satisfactory resolution to the grievance.**

**If the parties involved are not able to reach a resolution of the grievance satisfactory to the tenant, the tenant may appeal to the California Housing Finance Agency for a recommendation of a proposed resolution of the grievance.**

The Resident Manager should, upon receipt of either an oral or written grievance, establish a time, date, and place for a meeting between the parties. The Resident Manager should, within a reasonable amount of time, confirm the meeting details in writing to all parties including the Managing Agent. The Managing Agent should **provide the immediately preceding services for grievances**



**submitted to the Managing Agent.** Reasonable time is defined as no earlier than five (5) days after the request to facilitate notice, and no later than ten (10) days after the request to avoid undue delay. One postponement is allowed in the event the first scheduled meeting is inconvenient to one or more of the parties involved in the grievance. **The California Housing Finance Agency does not require notification unless and until the parties are not able to reach a resolution after submission of the grievance to the Managing Agent.**

The grievance procedure may be a simple informal discussion. However, all discussions under this procedure, whether formal or informal, shall have a written agenda which provides notice as to what issues will be discussed and the proposed solutions thereto.

All parties shall be entitled to receive a written settlement report statement within two (2) days of the **Grievance Resolution Process.** The report statement shall be prepared by the Resident Manager or **Managing Agent, as applicable,** and it shall clearly address the outcome of the grievance forum.

The grievance procedure is based upon cooperation between the parties, with communication and problem-solving being key elements in the process.

**This revision dated 3/2012 supersedes and replaces any prior version of this Attachment in its entirety.**

**Grievances may be addressed to:**

Resident Manager	Managing Agent	California Housing Finance Agency
Address	Address	Attn: Christina Meza
City, State, Zip Code	City, State, Zip Code	500 Capitol Mall, Ste.1400, MS 990
Telephone Number	Telephone Number	Sacramento, CA 95814
		(310) 339-6273

**The tenant may also send a copy of the grievance to the Owner. The address is:**

Owner  
Address  
City, State, Zip Code

**Acknowledge receipt of Attachment #5**

**Apartment number** \_\_\_\_\_

Signature \_\_\_\_\_ (Date) \_\_\_\_\_

Signature \_\_\_\_\_ (Date) \_\_\_\_\_

Signature \_\_\_\_\_ (Date) \_\_\_\_\_

Signature \_\_\_\_\_ (Date) \_\_\_\_\_

