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PUBLIC HOUSING GRIEVANCE POLICY

When does this policy apply?

This policy applies to all grievances between individual Public Housing residents and Homes for Good. It does not include disagreements between residents that do not involve Homes for Good nor does it include class action grievances. It is not intended to be a way for groups to negotiate with Homes for Good's Board of Commissioners.

What is an Informal Settlement Discussion (ISD)?

A resident who disagrees with a Homes for Good decision will have 14 calendar days to request an informal settlement discussion (ISD). These discussions take place at mutually agreed upon locations and times. They include the resident, the Property Manager, and a Homes for Good staff member who did not participate in the original decision-making process. Homes for Good is happy to offer reasonable accommodations so that residents may attend and participate in these meetings. Residents are welcome to bring other individuals to the ISD for support or assistance.

Homes for Good will prepare a written summary of the ISD, including who attended, when and where it was held, a description of the grievance, and the outcome of the discussion. The resident will receive a copy and it will also be included in the resident file.

What if I don't agree with the ISD outcome?

If residents are not satisfied with the outcome of the ISD, they have the right to request a hearing. The ISD summary will have contact information so that residents can request a hearing within 14 days of receiving the summary. The hearing will be scheduled within 7 calendar days of the request.

How is the hearing officer chosen?

The hearing officer is an individual who did not participate in the original decision-making process or ISD, is not supervised by anyone who did, and has been trained to conduct fair hearings based on evidence.

What can I expect at a hearing?

The hearing will include the individuals who attended the ISD and will be conducted by the hearing officer. The decision will be made only based on facts presented at the hearing. However, the hearing officer may ask the resident for additional information, pause the hearing, and set a new date for continuing the hearing.

Residents may request reasonable accommodations to attend and participate in a hearing.

Afterwards, the hearing officer will send a hearing summary letter, including the final decision, to both the resident and a copy will be included in the resident file.

Can the hearing ruling be overturned?

The hearing officer's decision is final unless it is overturned by Homes for Good's Board of Commissioners. This only happens when either the grievance policy did not apply in the first place or if they determine the decision doesn't follow federal, state, or local law or is against HUD regulation.