

Grievance Procedures

A statement of the PHA grievance procedures. This statement describes the grievance and informal hearing and review procedures that the PHA makes available to its residents and applicants. These procedures include public housing grievance procedures and tenant-based assistance informal review procedures for applicants and hearing procedures for participants.

GRIEVANCE PROCEDURES

A Settlement

Applicants, tenants, and former participants under the Section 8 or Low Income Public Housing programs who are determined ineligible for assistance or re-certification, or who have had their lease terminated, shall be given the right to present their grievance to the Housing Authority. Grievances shall be presented in writing within ten (10) business days from the date of denial or termination.

Reviews and informal hearings are not required for 1) determinations required by HUD rules, or 2) decisions made in accordance with the Housing Authority's policies on matters in which the Housing Authority has discretion, i.e., the Admissions and Continued Occupancy Policies, and Section 8 Administrative Plan.

B Informal Review Affecting Applicant

Upon receipt of request from an applicant for an informal review, the Housing Authority shall establish a date and time for the review. A staff member of the Housing Authority who was not involved in the decision causing the review shall conduct the review.

Upon completion of the review, the Housing Authority shall promptly notify the applicant of its decision, including a brief statement of the reasons for the final decision.

C Informal Hearing Affecting Participant

A participant in the Housing Authority's housing program shall be given an opportunity for an informal hearing to consider whether the decisions relating to denial of continued assistance are in accordance with the law, HUD regulations, and the Housing Authority's rules. A participant may also request an informal hearing involving 1) calculation of total tenant payment or tenant rent, 2) determination that a family is over-housed and is denied an exception to the occupancy standards, or 3) determination of bedroom size.

Upon receipt of a request from a participant for an informal hearing, the Housing Authority shall establish a date and time for the hearing. Hearing shall be held within twenty (20) working days following the receipt of a request for a hearing, but shall not be scheduled sooner than three (3) working days following said request in order to allow for proper notice to be given to the participant and other appropriate parties.

A member of the Housing Authority and the participant shall be given the opportunity to present evidence and may question any witnesses. A lawyer or other representative may represent the participant, at his/her own expense.

The Hearings Officers shall issue a written decision within (10) working days from the conclusion of the Hearing. Factual determinations relating to the individual circumstances of the participant must be

Pierce County Housing Authority: Annual Plan Elements 2019

based on the evidence presented at the hearing. A copy of the hearing decision shall be furnished promptly to the participant.