

TENANT HANDBOOK

OLATHE MEADOW SENIOR HOUSING PROJECT

MONTROSE COUNTY HOUSING AUTHORITY

TABLE OF CONTENTS

Introduction

Section 1 – Moving in

Section 2 – Common Facilities and Services

Section 3 – Rent Payment and Leasing Policies

Section 4 – Maintenance Request Procedures and Inspection Policies

Section 5 – Other Housing Authority Rules of Occupancy

Section 6 – Resident’s Council

Section 7 – Olathe Senior Citizen’s Center

Section 8 – Tenant Complaints

Section 9 – Grievance Procedures

INTRODUCTION

The Montrose County Housing Authority Board of Directors and management staff welcomes you as a tenant to the Olathe Meadows Senior Housing Project. The Housing Authority has worked hard and is continuing to work hard to provide you and your neighbors a beautiful living environment at a cost that can be afforded. The goal of the Housing Authority in operating and managing the development is as follows:

“To supply and provide necessary subsidized housing for the elderly residents of Olathe, taking into consideration the social and economic needs of the residents, while at the same time, providing the necessary organizational and management structure which will maintain a well managed development, including sound fiscal structure, properly maintained units, and adequate maintenance of a strong cooperative working relationship between the Housing Authority and the residents of the project.”

The Housing Authority encourages and solicits all tenants support in adopting this as their goal while living within the project. The Housing Authority hopes to have created a neighborhood concept for senior citizens, which will instill pride, belonging and mutual concern in living together with a spirit of consideration and cooperation. Therefore, we hope and ask that you will share with us the development of this community. We have designed it for your comfort and convenience and hope that you will enjoy every day of your residence here.

The Housing Authority knows that a very valuable resource in managing the housing development is the knowledge, talent, ideas and labor of the occupants of the development. Therefore, we encourage your active participation in the resident's organization. The Housing Authority also encourages you to make any suggestions necessary and helpful to the betterment of the project. By doing the above things, you will create a fuller life for yourself and hopefully encourage the Housing Authority to manage the project as well as possible.

This Tenant Handbook is presented as a well-planned orientation of the rules and regulations that the Housing authority has for the project. Explained within the Handbook are your rights and responsibilities under the lease, the rules for rent payment and procedures, our policies on periodic inspection of units, response to tenant complaints and maintenance request procedures.

Please remember that you are always welcome to come to the Housing Authority office to discuss any ideas and suggestions for improvement that you may have. The Management will have meetings from time to time with the residents to determine any suggested improvements for change. At this time, the only suggestion that we offer you is to meet with your new neighbors and this will be one way to begin to feel at home.

SECTION 1

Moving- in

The Housing Authority recognizes that moving into a new facility, especially after living in a particular place for a number of years, is a difficult and trying time. To try and decrease this confusion to the individual, we are offering some helpful suggestions and a few rules concerning the move in. The Housing Authority asks that vehicles used for moving are not parked on the sidewalks or yards. It should be clear that furniture must be moved from the parking lot to each individual apartment. Everyone should move in with the thought of being most considerate of their neighbors.

Keys and Mail

Everyone will be issued one key to their apartment and mailbox. Additional keys will be provided at the Housing Authority office, but at an extra cost. If anyone ever wishes to provide an extra key to a relative or friend, they are requested to advise the Housing Authority office. During your occupancy of the unit, you should remember that if you should lock yourself out, you may contact the Housing Authority office or Resident Manager for entrance to your apartment. It is important that you remember to take your key every time you leave your apartment, as it is recommended that your apartment be locked each and every time you leave. Further, it is strongly recommended by the Housing Authority that you do not have a “hidden key” under the doormat or elsewhere near your front door. Security is important. Please ask the Housing Authority office if there are any questions that you may have concerning the locking devices on your apartment doors.

The Housing Authority office and Resident Manager possess a pass key to all apartments primarily in the event of an emergency of one form or another. These personnel of the Housing Authority will not enter your apartment without your permission, unless emergency repairs or emergency contact has to be made with the tenant. If you are absent at the time repairs are needed to be made, an attempt will be made to contact you before entering your apartment. If this is not possible, the Housing Authority personnel will leave a note in your door stating the time and reasons for entering. If you have any questions or specific instructions regarding this procedure, you are urged to contact the Housing Authority office. In the event of an emergency, the Management Personnel or Resident Manager may enter your apartment. An example of such an emergency would be the sounding of your emergency horn late at night. This would serve as an example of entering your apartment immediately and without knocking.

Apartment Interior

You are free to hang pictures and wall decorations as you would in your own home, however, the management of the Housing Authority asks that you hang pictures with hanging hooks. If there is any unusual decorations that you wish to place in your home, which could incur a substantial damage to the property, if not properly installed, you are urged to contact the Resident Manager.

As specified when the lease was signed between yourself and the Housing Authority, you and either the Housing Manager or the Resident Manager made an inspection of your new apartment. At that time, all items, which are determined to be sub-standard, or needing repair should have been attended to or fixed between the time that the lease was signed and your move-in. If there are any items, which have not been repaired completely or properly, please contact the Resident Manager concerning the date of repair of the various facilities in your new apartment. Concerning painting as the apartments are lived in for a period of years, there will be times when the apartment will need repainted. The Housing Authority realizes that repainting is a part of normal wear and maintenance in an apartment unit. In the event you wish to change a color of some of the walls in your apartment, you are asked to consult the Resident Manager concerning the requested change in writing. Based on individual situations, the Resident Manager will either approve or disapprove your request. You may add shelves in the closets. Again you are asked to consult the Resident Manager with a request in writing of what you wish to do. Again it is up to the discretion of the Resident Manager whether or not your request for construction of shelving will be approved.

Each apartment has built in storage, approximately 24 square feet in the large closet located near the hall between the kitchen and the bathroom. There is also storage located just outside of the south door. We ask that you keep your patios and porches free of clutter.

SECTION 2

Common Facilities and Services to be provided by the Housing Authority

Commons Building

The Commons Building houses the following: washers, dryers, kitchenette, social meeting area, and restrooms.

There is sufficient area for socializing, such as having a cup of coffee while washing or just talking with your neighbor. Table and chairs are provided for card games or any other activities. Private parties, bridge clubs, sewing clubs, functions of the residents are all welcome to use the Commons. However, all residents' functions have priority. Please schedule your private event with the Housing Authority office. Usually scheduling is done on first come, first serve basis, unless someone requests a regular monthly evening in advance.

We emphasize that this is your facility and it is up to you to help us keep it clean. We would ask that anyone using the kitchenette or other facilities, clean whatever dishes are used and keep the area neat and tidy. Therefore, the next user will not have to clean up before the facility can be used. The Commons Building will be open from 8:00 a.m. to 8:00 p.m., with keys available from the Resident Manager for entry after 8:00 p.m. depending on evening activities, and as per schedule.

Washer/Dryer Use

Two washers and two dryers are located in the Commons Building. These are coin operated and are owned by the Housing Authority.

To insure that everyone has an equal amount of time and to otherwise avoid conflicts and arguments, a schedule has been devised for the use of the washers and dryers. Please refer to the map in the front of the handbook.

MONDAY

Building A 8:00 – 12:00 noon
Building B 12:00 – 4:00 p.m.
Open 4:00 – 8:00 p.m.

THURSDAY

Building A 8:00 – 12:00 noon
Building B 12:00 – 4:00 p.m.
Open 4:00 – 8:00 p.m.

TUESDAY

Building C 8:00 – 12:00 noon
Building D 12:00 – 4:00 p.m.
Open 4:00 – 8:00 p.m.

FRIDAY

Building C 8:00 – 12:00 noon
Building D 12:00 – 4:00 p.m.
Open 4:00 – 8:00 p.m.

WEDNESDAY

Building E 8:00 – 12:00 noon
Building F 12:00 – 4:00 p.m.
Open 4:00 – 8:00 p.m.

SATURDAY

Building E 8:00 – 12:00 noon
Building F 12:00 – 4:00 p.m.
Open 4:00 – 8:00 p.m.

OPEN ALL DAY SUNDAY

We hope that this schedule will be convenient for the residents and it is a preliminary effort of the Housing Authority to schedule time on the machines that will be convenient to everyone. It is suggested that everyone use these facilities during the allotted time. However, if for some reason you cannot, you may trade with someone who is willing to trade. Please note that the machines are open for anyone's use between 4:00 p.m. and 8:00 p.m. each evening and all day Sunday. Please be further advised that this is a preliminary attempt of the Housing Authority to schedule these machines and if it is found to be unsatisfactory by a majority of the residents it may be changed.

Gardens

Each resident wishing to have a flower or vegetable garden may have one, within the designated areas. Gardening areas have been provided to the south of Building A and

between Building C and Building D. Residents living in Buildings A and B will use the gardening area immediately south of Building A. Residents of Buildings C, D, E and F will use the gardening area between Buildings C and D. The Resident Manager will have the responsibility for assigning exact plots within these gardening areas. You will be totally responsible for keeping the gardening spot watered and free of weeds. If you leave for an extended vacation or otherwise, you are asked to make arrangements with a neighbor or friend for caring for your garden. The Housing Authority will review the policy of the gardening area after the first gardening season, concerning how well the areas are being kept up, how well they are watered and the tangible results from the garden provision. Residents may also construct one small flower box with the dimension to not exceed three feet in length by one foot in width near their front door. Construction of the flower box and providing the necessary soil, etc. is the responsibility of the resident. We ask that you keep all flowers, roses and other plants under control and away from the edges of the sidewalks, otherwise they may become a hazard to yourself and others using the walkways.

The Housing Authority will care for the yard and sidewalks. To aid us in this effort you are asked not to plant shrubs and trees and keep all gardening equipment centrally located. We ask that you erect no fences or trellises. However, small fences, such as those used for support in vegetable gardens may be allowed.

Security

Previously, we have discussed the locking system on the apartment doors, the policy for keys, etc. The Housing Authority also has other rules and suggestions for security of the units, which will be detailed at this time. There are two emergency systems, which the Housing Authority has installed and will maintain to add for security of all residents of the complex. First of all, each unit has been provided with a buzzer and lighting system. In the event you become ill and need assistance or slip and fall; there are two switches (one in the bedroom and one in the bathroom) within your apartment with cords attached to them. The switches activate a horn sound on the outside of your apartment as well as a red light on the exterior of the unit and on a panel in the Resident Manager's apartment. To receive assistance in such an emergency situation, pull the cord. Be careful of accidentally setting off a false alarm.

The second system is the smoke detectors, if you should have a smoke problem in your apartment the smoke alarm will set off the same horn and lights as the emergency switches.

The Housing Authority also recommends the "Buddy System". The "Buddy System" is having one, or more neighbors listening for living noises, calling you or you calling them on the telephone to know that you are well and up, knocking on each others doors in the morning before 8:00 or 10:00 a.m. and generally looking after each other. Based on experience with housing management for senior citizens, the Housing Authority feels that the "Buddy System" is probably one of the best methods available for dealing with emergency situations.

Finally, the Housing Authority does not carry insurance for the resident's household furnishings or any other items belonging to tenants. You may wish to arrange for renters insurance through a local insuring agent. Also, you may wish to give serial numbers from your most expensive household items to the Olathe Police Department. Please be advised that the Housing Authority does not plan regular protective services from a private security contractor. Therefore, all problems related to thefts, etc. should be reported immediately to the Olathe Police Department and the Housing Authority office.

Garbage Pickup

There are designated areas within the development that you may use for garbage removal. The Town of Olathe will pick garbage up two days a week on Monday and Friday. All residents are asked to conform to the rules and regulations as established by the Town of Olathe. To maintain sanitary conditions, the Housing Authority asks that you place all refuse inside the receptacles. Refuse in large quantities, non-food items such as newspapers, may be outside if they are in plastic sacks or other containers that will not weather. By all means the refuse must be placed within the designated areas, to keep the Olathe Meadows Senior Housing as neat as possible. If there is a problem with a large item necessary to be disposed of not being able to be picked up by the Town of Olathe, then the Resident Manager should be contacted.

Utilities

The Housing Authority pays for water, sewer and trash. You will be responsible for the electricity. Before moving into your apartment you will need to go to the Delta-Montrose Electric Association office at 10 West South Third in Montrose and have the electricity put in your name.

Since the units are very tight and have extra insulation, they may seem to not have ample fresh air. However, the daily exiting and entering into your unit should provide ample air circulation for your apartment. The Housing Authority does not recommend that you open a window slightly to create a draft, since this is highly damaging to the energy conservation measures. If for any reason your heat should go off, you are asked to notify the Resident Manager regardless of the hour. Before notifying the Manager, however be sure to check the thermostat to insure that you or someone else did not accidentally move the setting to a lower temperature.

Concerning a power outage in your apartment, please check with your neighbor to see if their power is out also. From time to time we are all aware that the power will go off for short periods. However, the usage of some small appliances, two or three at a time, could cause a breaker to automatically shut off in your apartment. If this does happen please consult the Resident Manager. Each of you should have been instructed as to the location of the breaker box within your apartment. There are a number of circuits for each apartment that they serve.

Water conservation is also important to the Housing Authority, since the Housing Authority will be paying water bills based on one master meter. While we want you to use as much water as you need, we ask that you use it wisely.

Each apartment is wired for cable television. The Housing Authority has made an agreement with the cable television company, and at the present time, we are able to provide cable for \$6.00 per month per apartment.

Automobiles and Parking Area

Those tenants who will be maintaining and keeping an automobile on the site must assume responsibility for the security of that vehicle. The housing development will have thirty-seven parking spaces, with twenty-four of these assigned to each of the individual units. The other thirteen spaces will be assigned to visitors. If there are no vehicles using the handicapped parking spaces, then these spaces may be used for unloading and loading of passengers for senior citizen activities. Also, emergency vehicles may use these spaces at any time. If you have regular guests, it is suggested that you inform them of the correct usage of the areas designated for parking, especially the handicapped areas. Unless problems develop concerning excess vehicles in the parking areas, the Housing Authority feels that these minimum rules on parking will be sufficient for the development.

SECTION 3

RENT PAYMENT AND LEASING POLICIES

Rent Payment Policies

In order that the Olathe Meadows Senior Housing Project be cost effective and operate at a break-even point, it will be necessary for the Housing Authority to maintain certain rent collection policies. These policies are designed to insure proper payment of rent, to insure loan repayment and proper maintenance and operation of the facility. As noted in your lease, all rents will be due and payable by the 5th of the month and shall be received at the office of the Housing Authority. A receipt for rent will be given to you in each instance when you pay rent. As you are aware, the amount of rent you pay will be based on each individual's income; therefore, each individual will pay a different amount. The rent will be equal to 30% of your income as has been calculated prior to your moving into the development. If for some reason you are going to be absent on or around the first of the month you can pay early. If payment has not been made by the 10th day of the month, a \$5.00 penalty will be assessed. Due to the fact that some residents may receive income in a quarterly or semi-annual basis, arrangements can be made to either prepay or have a certain arrangement made concerning the receipt of this money. In the event that these types of arrangements are to be made between a tenant and the Housing Authority, it is strongly urged that they be in writing for both parties' benefit.

If it appears that you may have a problem paying your rent on time or do not have the money to pay all of it, please come to the Executive Director's office and discuss it with the Director. Usually arrangements can be made for partial payment or deferred payment. Keeping communication open in this regard can prevent misunderstandings and possible legal action.

Due to inflation and increasing costs, it may be necessary at some time in the future to institute a rent increase. Since most of you will be on a fixed payment (30% of your income), this will probably not affect you. The Housing Authority has the responsibility to notify each resident of a rent increase, and the reason for needing the rent increase. In the event that this situation occurs, the Housing Authority will make available all financial information being used as a basis for the decision for a rent increase, for review by residents of the development. Adequate notice will be posted and mailed to each resident concerning the proposed rent increase.

Leasing Policies

As you are aware, you have been asked to sign a lease for one year renewable on a yearly basis. Please look your lease over and if you have any questions concerning the clauses or provisions within the leases write them down and come by the office and discuss them with the Management Staff. It is the Housing Authority's responsibility to go over the lease and explain the rights and responsibilities of the tenants as per the lease agreement. As you are also aware, the lease specifies a particular condition for your apartment, at the time of move-in. The lease contains the conditions upon which you and the Housing Authority agree to abide by, the amount of your monthly rent, and the amount of the damage deposit. You should be aware that if your income decreases within this time period or if your income increases, the cost of your rent would either decrease or increase. You should also be aware that if you have substantial doctor or pharmaceutical bills developing of a regular nature, you are asked to start saving all medical, doctor, hospital and prescription receipts and/or cancelled checks. It is suggested that you purchase a manila envelope and place your receipts in it as soon as you make the purchase and return home. Since each resident will be re-certified for determination of rent annually the receipts and cancelled checks for medical expenses can have a significant bearing on the amount of rent you will pay following this re-certification.

The Housing Authority requests that you carefully read Section D of the lease concerning the rights of each tenant concerning termination of lease provisions, and modification of the lease. It should be noted that Federal and state laws have been passed to protect the rights of the tenants and the Housing Authority clearly intends to adhere to these Federal and state laws. Most of the provisions in part D are based on these statutes. Tenant eviction policies are on file with the Housing Authority and can be reviewed by asking the Executive Director. These have been adopted by the Montrose County Housing Authority Board and are consistent with applicable state and Federal laws, and are subject to change based on policy of the Housing Authority Board. It is the policy of

the Housing Authority Board that if a problem occurs concerning compliance with the lease, failure to pay rent, etc. between the management and a tenant, the tenant will be issued two verbal warnings witnessed by a second member of the staff, before any further action is implemented. This will be normal policy and adhered to except in rare and unusual situations, when the safety of both management and other residents is in danger by failure to adhere to this policy. Following the verbal warnings a written notice concerning the failure to comply with lease provisions or notice of improper conduct will be given to the tenant as a beginning of legal proceedings, under the clauses of the lease.

SECTION 4

MAINTENANCE REQUEST PROCEDURES AND INSPECTION POLICIES

Maintenance Request Procedures

Montrose County Housing Authority maintains the Olathe Meadows Senior Housing Project on a continual basis and with proper personnel. At this time, all maintenance will be supervised by the Executive Director with a substantial portion of the maintenance to be carried out by the Maintenance Personnel as needed, contract maintenance for electrical, plumbing, mechanical and other problems will be hired by the Housing Authority. We would ask that you help in proper maintenance of the since keeping the development in good repair will keep a good image for the project and improve living conditions for all.

Since you are moving into your new apartment, there may be some thing that you might request to be fixed. We ask that you use the maintenance request form in the back of this handbook for each maintenance request that you make. We ask that you keep a few of these forms on hand to be able to fully identify in detail each maintenance request. As you find things that need attention fill the form in and give it to the Resident Manager or bring it by the Housing Authority office. Response time on your request for maintenance will depend usually on the severity of the problem and on the other duties that need to be carried out by Maintenance Personnel. Maintenance Personnel will be making regular check and servicing of equipment and systems in each unit, as required by service manuals and warranty information. Therefore, there may be times when we ask to be allowed to inspect equipment within your apartment.

Inspection Policies

Maintenance inspections will be made periodically by the Housing Authority staff. There will also be a move-in inspection that has already been completed on your apartment and a similar inspection to be made in the event that you move out of your apartment. At these times, the condition of the apartment will be documented on the form that is attached to your lease. Please remember the stated and both you and the Housing Authority management have documented agreed condition of the unit, in the event a situation arises concerning a discrepancy in condition or necessary repair of the

unit. Also, the Housing Authority management will make annual inspections of each unit.

SECTION 5

OTHER HOUSING AUTHORITY RULES OF OCCUPANCY

Guests

You may have guests as often as you did in your previous home. However, if your guests stay for a period exceeding two weeks, you are asked to advise the Housing Authority office in writing, stating the length of stay. Please be advised that a lengthy stay of a guest in your apartment is a violation of the lease agreement and that the Director must be notified of all guests visiting residents for more than two weeks.

Children of your guests are to be supervised by an adult if they are playing in and around your apartment or elsewhere on the housing site. If complaints by your neighbors are voiced to the Housing Authority office, the Director may elect to contact you personally and ask that you implement closer and more direct supervision.

All guests and visitors to the apartment are to comply with all rules of the Housing Authority normally intended for residents of the project. This would include parking, use of facilities, and etc. to make a satisfactory living environment for everyone who is a resident of the community.

Pets

All pets must be registered with the Housing Authority office at the time of admission.

The term "pet" is defined as a domesticated small animal traditionally kept in the home for pleasure rather than for utility or commercial purposes. Pet is understood to include dogs, litter box-trained cats, birds, fish, turtles and small caged rodents (i.e. hamsters, gerbils and guinea pigs). Except where otherwise indicated, these rules apply principally to dogs and cats.

No more than one pet is permitted in an apartment. Within Olathe Meadows, there may be no more than two birds, or small caged animals per apartment. No limit is placed on the number of fish; however, the size of the fish tank may not exceed ten gallons. Dogs shall weigh no more than 30 pounds at the time of maturity and stand no more than eighteen inches at the shoulder.

Any damage to the apartment, buildings, grounds, etc. will be the full responsibility of the pet owner and the pet owner shall agree to pay costs involved in

restoring any damage to original new conditions as well as any cost required for cleaning, deodorizing required because of such a pet.

This policy pertains only to residents and resident pet owners. No visiting pets are allowed. Tenants are prohibited from feeding stray animals. Feeding a stray animal shall constitute having a pet without permission.

Dogs are required to be “house-broken” and must be able to exercise outside the building. All dog feces shall be picked up, placed in a bag, closed tightly and placed in the trash dumpster by the pet owner. All pet owners are advised to own a “pooper scooper”, plastic gloves or other method of picking up feces.

Accidents and Contagious Diseases

If you suffer an accident or see one happen, you are asked to inform the Housing Authority office immediately. If a physician diagnosis indicates that you have a contagious disease, you are asked to inform the Housing Authority office immediately. If you suspect that you have been in contact with someone who has a contagious disease we would ask that you please inform the Housing Authority office.

Storage Restrictions

Since individual storage is provided within each apartment, and just outside your west exit, there have been no group storage facilities supplied by the Housing Authority. Therefore, it will be the responsibility of each resident to secure off-site storage for belongings, which cannot be stored within the unit. Everyone should understand that nothing should be stored outside the unit. Further, it should be fully understood by all the residents that no inoperable or junk cars would be allowed to remain in the parking lot for a period longer than two weeks.

SECTION 6

Residents Council

Everyone living at Olathe Meadows is automatically a member, and we urge you to participate as much as possible in the organization. As a new member, we suggest that you meet with the other members and plan to participate in the decision making process concerning the Olathe Meadows project.

The purpose of the Resident’s Council is to enable the residents to have a voice concerning the Housing Authority, the housing development, and the management practices. Also, another purpose of the Council is to decide various functions that contribute to the betterment and living conditions of all.

SECTION 7

Olathe Senior Citizens Center

Based on a cooperative effort of the Montrose County Housing Authority, Olathe International Order of the Odd Fellows and Rebekahs organization, the Town of Olathe, the Montrose County Commissioners and other senior citizen organizations; the Odd Fellows Building has been rehabilitated. The purpose of the rehabilitation and renovation of this structure was to create a senior citizen's center for all the residents of the Town of Olathe and the surrounding rural areas to join in senior citizen activities, particularly those relating to nutrition center programs and other RSVP and Region 10 Aging Council activities. Meals are served at noon on Tuesday, Thursday, and Friday.

SECTION 8

TENANT COMPLAINTS AND GRIEVANCE PROCEDURES

Tenant Complaints

Tenant complaints are handled in three specific ways at the Olathe Meadows Senior Housing Project. First of all, requests for maintenance, which is a minor form of complaint, has been addressed with the Maintenance Request Form. Other minor tenant complaints should be addressed directly to the Resident Manager and the Housing Authority office.

A second manner of handling tenant complaints is to voice them at the Resident's Council, particularly if they involve more than one resident or a group of residents. The Resident's Council can take action on these and recommend specific improvements or change in the management of the facility by the Montrose County Housing Authority and/or the management staff.

The third procedure is to institute grievance procedures against either a fellow resident or the Resident's Council or against the management staff. These procedures are detailed below in the following section.

SECTION 9

GRIEVANCE PROCEDURE

The grievance procedure is a means of settling disagreements that occasionally happen between a resident and the Housing Authority, or between two residents within the facility, and the procedure is an attempt to avoid litigation in the courts. If you have any questions concerning the following information, please direct all questions to the Executive Director's office.

Grievance Procedure Policy

We have the policy to help us if we don't agree, mainly within the following two areas: 1) when you have a grievance with us; and 2) when we have a grievance with you. We suggest that you follow the above prescribed options concerning tenant complaints by discussing them with the Resident Manager and then discussing them with the Resident's Council before you take formal action to file a written grievance with the Executive Director. Once you have made the decision that a grievance is to be filed, the following procedures are in order:

When you have a grievance with the Housing Authority

1. Your complaint must be given personally to the Executive Director in writing and must address what the complaint is and what action or change you are requesting.
2. The Executive Director will answer your request within 15 days in writing. The answer will describe the opinion of the Executive Director concerning your complaint, your right to a hearing, and how to request such a hearing.
3. If you do not like the answer to the complaint that has been received from the Executive Director, you may request a hearing which will be scheduled at the next regular Housing Authority Board meeting, but it must be requested in writing and submitted before 15 days have elapsed from the time of your receipt of response from the Director. If you do not respond within the 15-day period, you give up your right to a hearing and the matter may be considered closed or referred to an attorney.
4. If you do request a hearing, the hearing will be set as soon as possible and as conveniently located as possible.

When we have a Grievance with You

Under normal circumstances, the Housing Authority would have already given two verbal warnings to the tenant involved in a grievance proceeding with the Housing Authority. Following these actions, the Housing Authority will carry out the following procedure:

1. Our complaint will be in writing to the tenant and personally given to you as per stipulations within the lease. The complaint will state the following:
 - a. The basis for our complaint.
 - b. The action that we wish to be resolved.
2. You must answer, in writing, in 5 days stating your intention and you may state that you intend to resolve our complaint as requested, or request a hearing.
3. If we do not like the answer that we have received, we will respond in 5 days thus stating, and we may request a hearing. If you do not respond in the 5 day period, you give up your right to a hearing.
4. A hearing must then be set up as soon as possible with the place to be determined.

The Hearing

The hearing panel consists of the Housing Authority Board. Both parties would be given an opportunity at the hearing to explain their side of the disagreement, and both may present testimony and be represented by an attorney. The hearing will be a matter of public record of the Housing Authority proceedings, and will be open to the public. All information being used as a basis for discussion and review at the hearing will be made available for substantial time periods prior to the hearing. During the hearing, the hearing panel will review evidence, information and comments presented from both sides. Once the hearing is closed the Housing Authority Board will present a decision within 5 days following the close of the hearing.

Appeal from Hearing Panel Decision

Either party shall have the right to further judicial proceedings in the court system of the State of Colorado, for appeal from the hearing panel decision.