

RESIDENT GRIEVANCE PROCEDURE

- If you are unable to resolve a problem, state your problem on a Resident Grievance form and submit it to the Resident Manager.
- If you are having a problem regarding building management, operation, maintenance or other situations, put your complaint in writing using a Resident Grievance form. Briefly state the problem. Give the completed form to the Resident Manager, or you may mail it directly to a Regional Property Manager at the address listed below.

**The Housing Company
Attn.: Regional Property Manager
P.O. Box 6943
Boise, Idaho 83707-0943**

- If you have not received a response to your written complaint, or you are unable to resolve your problem with on-site staff within 14 days, contact a Regional Property Manager at The Housing Company by calling the numbers listed at the bottom of this notice.
- If on-site staff has not responded appropriately in an emergency situation, immediately contact a Regional Property Manager at The Housing Company by calling the numbers listed at the bottom of this notice.
- If you feel you have been discriminated against because of race, color, religion, sex, national origin, disability or familial status, complete a Resident Grievance form and immediately contact a Regional Property Manager at The Housing Company by calling the numbers listed at the bottom of this notice.
- If your grievance is not resolved, The Housing Company will, within available resources, assist you in seeking equity under federal and state laws in filing a complaint with the Idaho Human Rights Commission, the Intermountain Fair Housing Council or the U.S. Department of Housing and Urban Development, Seattle Regional Compliance Division.

Supplies of "Resident Grievance" forms are located in the laundry room or you may request a form from the Resident Manager.

No action will be taken on verbal complaints except in emergency situations. All non-emergency complaints must be in writing, signed, and dated regardless of whom they are directed to. If you need assistance in completing a Resident Grievance Form, you may request assistance from the Resident Manager, or you may call The Housing Company at the numbers listed below and request assistance from a Regional Property Manager.

The Housing Company does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its federally assisted programs and activities. The person in the position named below has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Housing and Urban Development's regulations implementing Section 504 (24CFR, Part 8 dated June 2, 1988).

*Position: Regional Property Manager, The Housing Company
P. O. Box 6943
Boise, ID 83707-0943
Voice: 208-331-4890 TDD: 1-800-545-1833, ext. 628*

