

ST. EDMUND'S MEADOWS

GRIEVANCE PROCEDURE FOR RESIDENTS OF PUBLIC HOUSING ASSISTED UNITS

A. Introduction

The Grievance Procedure set forth herein applies only to Public Housing Residents ("Residents"). The Grievance Procedure allows Residents to appeal or contest actions taken or failed to be taken by the Management Agent ("Agent") contracted by St. Edmund's Meadows Limited Partnership ("Owner").

The Grievance Procedure consists of two phases, an informal conference with the Agent (the "Informal Conference") and if necessary, a formal hearing with an Independent Hearing Officer (the "Formal Hearing"). Except as set forth in this Grievance Procedure, all disputes concerning the obligations of the Resident or the Owner under the Resident's Lease Agreement shall be resolved pursuant to this Grievance Procedure. Examples of disputes that can be grieved include, but are not limited to, the following:

- Issues related to rent adjustments, non-payment or accounting mistakes;
- Unmet maintenance and repairs issues;
- Situations in which the Agent's failure to act adversely affects a Resident;
- Charges related to property damage or destruction;
- Eviction notification.

Excluded from the Grievance Procedure are all disputes involving criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises or other residents or of the Owner or Agent's employees, or those involving drug-related criminal activities on or off the premises, or any activity resulting in a felony conviction and those otherwise excluded by law.

Before beginning the Grievance Procedure for any grievance involving the amount of rent due, the Resident must pay the amount of rent due to an escrow account. The Resident must continue to pay the amount of monthly rent due to the escrow account until the conclusion of the Grievance Procedure. Unless the Owner, in its sole discretion, waives the escrow requirement because of the Resident's financial hardship, the Resident's failure to make payment to the escrow account will terminate the Grievance Procedure.

When the Owner or Agent is required to offer the Resident the opportunity to use the Grievance Procedure and the Resident has followed the requirements set forth herein, the tenancy shall not terminate, even if the notice of lease termination has expired, until the Grievance Procedure has been completed. All efforts will be made to assist Residents with disabilities in participating in this process. If a Resident is visually impaired, forms or notices will be in an accessible format.

Sign language, interpreters, accessible locations and attendants will be available for persons with disabilities.

The Grievance Procedure is an alternative to court action. Residents will be notified that they have a right to the Grievance Procedure even if the Resident has received a notice of termination of tenancy.

B. The Informal Conference

Residents must request an Informal Conference as soon as possible regarding notices, disputes or other problems and in any event no later than the timeframes set forth on page three . Residents must request an Informal Conference in writing to the Agent to:

Attention: St. Edmund's Meadows Property Manager
St. Edmund's Village
Site Office
6253 S. Michigan Avenue
Chicago, Illinois 60637

A request for Informal Conference must include the date of request, Resident's name, address and telephone number, the nature of the grievance and the Resident's signature. A copy of the form signed by the Agent will be given to the Resident for his or her records as proof that the request was timely made. (Attached as **Exhibit A** is a copy of the form to request an Informal Hearing). Thereafter, the Agent will send a letter to the Resident stating the date and time of the Informal Conference and requesting confirmation of the Resident's ability to attend the Informal Conference. Rescheduling of the Informal Hearing at Resident's request will be in the sole discretion of Agent. Residents may review their file prior to the Informal Conference, may be represented by legal counsel and may bring witnesses to participate in the Informal Conference.

The Agent will hold an Informal Conference within ten (10) business days of receiving a Resident's request. The Informal Conference will happen in the designated management office. Within ten (10) business days of the conclusion of the Informal Conference, the Agent will send a letter (the "Decision Letter") stating the results of the Informal Conference. The names of the participants in the Informal Conference, dates of all Informal Conference meetings and conversations, and the outcome will be documented in the Decision Letter. The Agent will give specific reasons for the decision. If the Resident does not agree with the Decision Letter, the Resident must request a formal hearing within five (5) business days of delivery to the Unit by Agent of a copy of the Decision Letter.

C. The Formal Hearing

Residents may request a Formal Hearing only if they have requested and attended the Informal Conference and received a Decision Letter. The Resident must submit a request for a Formal Hearing to the Agent within five business days of receiving a copy of the Decision Letter. A

copy of the Resident's request for a Formal Hearing will be signed by the Agent and given to the Resident for his or her records as proof that the request was timely made.

The Formal Hearing will be conducted by an Independent Hearing Officer within fifteen (15) business days of the Agent's receipt of the Resident's request for Formal Hearing. The Formal Hearing will be recorded and will be limited to three (3) hours in duration. Following the Formal Hearing, the Hearing Officer will write a decision and mail it to the Resident within ten (10) business days.

Residents have the right to be represented by counsel or other person(s) chosen as the Resident's representative. A Resident also may have witnesses testify at the Formal Hearing on his or her behalf. If a Resident is visually impaired, forms or notices will be in an accessible format. Sign language, interpreters, accessible locations and attendants will be available for persons with disabilities.

If a Resident fails to request or attend a Formal Hearing, the Agent's decision will become final. It is the Owner and Agent's goal to settle as many problems through the Grievance Procedure to avoid the eviction court process and offer Residents an alternative process for the resolution of grievances.

Time Limits

- For disputes regarding notice of termination for cause, a Resident has ten (10) business days after the receipt of a termination notice to submit a request for informal conference.
- For rent disputes, a Resident must submit a request for Informal Conference within fourteen (14) business days after receipt of a notice for nonpayment of rent.
- For all other disputes, a Resident must submit a request for Informal Conference within thirty (30) days from the date of the occurrence giving rise to the dispute.
- The Agent will hold an Informal Conference within ten (10) business days of receiving a Resident's request and will send a copy of the Decision Letter within ten (10) business days of the Informal Conference.
- If a Resident is not satisfied with the results of the Informal Conference, the Resident must request a Formal Hearing within five (5) business days of receiving a copy of the Informal Conference Decision Letter.
- Formal Hearings will be held within fifteen (15) business days of the Agent's receipt of a Resident's request for Formal Hearing. Formal hearing will be limited to three (3) hours in duration.
- Following the Formal Hearing, the Hearing Officer will write a decision and mail it to the Resident and Agent within ten (10) business days.

