

CHICAGO HOUSING AUTHORITY GRIEVANCE PROCEDURE FOR THE RENTAL ASSISTANCE DEMONSTRATION (RAD) PROGRAM

I. Purpose

- A. This Grievance Procedure (Procedure) is issued in accordance with the U. S. Department of Housing and Urban Development (HUD)'s Code of Federal Regulation (CFR) as found in 24 CFR § 982.555 et al, RAD Notice PIH-2012-32 (HA), REV-1, CHA Policy and the CHA leaseholder Housing Choice and Relocation Rights Contract 10/1/99 (RRC), to the extent applicable.
- B. This Procedure outlines the rights and obligations of Head of Households, the Chicago Housing Authority (CHA) and property management firms for the traditional public housing and mixed-income properties (property management firms) converted to the RAD Program with respect to grievances, and makes these rights and obligations part of the CHA RAD Resident Lease Agreement (Lease) between the CHA and Head of Households, as well as the mixed-income leases, to the extent this Procedure is adopted by the mixed-income developer.
- C. The Grievance Procedure is a process through which the Head of Household and co-head, if applicable, can raise grievances, outlined in Section IV with the CHA and/or property management firms prior to the filing of any judicial proceedings.

The process involves an informal hearing between a Head of Household and Property Manager or the CHA department that rendered the decision involving the dispute in which the parties shall present concerns and attempt to resolve issues.

II. Applicability

- A. The following Head of Households have the right to use this Grievance Procedure:
 - 1. Head of Households living in traditional CHA public housing properties converted to RAD;
 - 2. Head of Households living in a mixed-income development converted to RAD where the CHA Grievance Procedure was adopted;
 - 3. Head of Households covered by the RRC for purposes and matters specifically outlined in the RRC (also known as Leaseholders).
- B. This procedure does not apply to Head of Households who accepted permanent replacement housing in the CHA Housing Choice Voucher (HCV) Program.

- C. This procedure does not apply to CHA HCV Program participants and applicants.
- D. This procedure does not apply to CHA applicants. Applicants receive mitigating/informal hearings with the CHA Occupancy Department or the Property Management firm rendering the decision.
- E. This procedure does not apply to CHA residents residing at non-RAD properties.

III. Definitions

- A. “Grievance” shall mean: Any dispute with respect to the CHA’s and/or property management firm’s action or failure to act in accordance with the individual Head of Household’s Lease or Lease Addendum, the RRC, RAD requirements, and/or CHA policy implementation or procedures that adversely affect the individual Head of Household’s rights, duties, welfare or status.
- B. “Head of Household” (Leaseholders) shall mean: The adult person (or persons), other than a live-in aide, minors, foster children, or foster adults, who reside in the unit, and who:
 - 1. executed the lease with the property management firm or with the CHA as lessee(s) of the dwelling; or
 - 2. Is otherwise protected under the Relocation Rights Contract; or
 - 3. If no such person is now residing in the unit, the adult person who has requested eligibility status to become the remaining head of household of the family residing in the unit.
- C. “Remaining Head of Household/Remaining Family Member” shall mean: Members of the household, excluding foster children, foster adult, live-in aides, and minors, listed on the lease that remain in the unit when the head of housing dies or leaves the unit without a housing subsidy supplied by CHA.
- D. “Property Management Firm” shall mean: A property management firm that manages RAD public housing and/or RAD units converted at mixed-income developments of the CHA.
- E. “Reasonable Accommodation” shall mean: Some modification or change the CHA can make to its units, buildings, or procedures that will assist an otherwise eligible Head of Household with a disability to take full advantage of and use CHA’s programs. An accommodation is not reasonable if it: a) causes an undue financial and administrative burden; or b) represents a fundamental alteration in the nature of CHA’s program.

- F. Housing Choice Voucher Hearing Officer (“HCV Officer”) shall mean an impartial hearing officer for the CHA’s HCV program’s informal due process hearings, whose responsibility is to apply law and HUD regulations, make findings of fact and make determinations regarding either upholding or reversing the underlying decision that impacted a HCV holder’s status in the HCV program. For purposes of RAD, the HCV Officer will hear informal grievances for specified cases, as outlined in Section XIII.

IV. Grievances to which this procedure is applicable.

The Grievance Procedure shall apply to situations including, but not limited to disputes involving:

1. Annual or adjusted income;
2. Appropriate utility allowance (if any);
3. Family unit size;
4. Absence from the assisted unit for longer than the maximum period permitted under the CHA policy and HUD rules;
5. Termination of assistance for illegal drug use, other criminal activity, and alcohol abuse that would threaten other residents;
6. Failure to pay rent;
7. Procedure used to collect rent;
8. Minimum rent hardship exemption; and
9. Continued income eligibility.

Noncompliance with the Lease

1. Inspection of the dwelling to determine its condition;
2. Imposition of the Lease provisions to protect the CHA’s property;
3. Assessment and payment of charges for damages caused by Head of Household, family, pets/animal or guests;
4. Failure to pay maintenance charges or failure of the property management firm to complete repairs;

5. Failure to comply with scheduled re-examination requirements;
6. Methods and grounds used to transfer or relocate families within or between housing developments that are unrelated to the RRC;
7. Disputes involving exemptions from the Work Requirement Policy, if applicable to the property;
8. Disputes involving denial of Safe Harbor status, if applicable to the property; and
9. Termination of tenancy because of non-compliance with the terms of the Lease or RAD Program requirements, except as specified below in Section V.

Relocation (applicable to Head of Households covered by the RRC only)

1. Requirement to transfer to a different housing development because of failure to meet the criteria set forth in Tenant Selection Plans and/or Site-Specific Criteria within one year (or longer period, as applicable) at mixed-income properties; and
2. Requirement to transfer to a different housing development for failure to continue to meet or continue to engage in activities set forth in Tenant Selection Plans and/or Site-Specific Criteria at mixed-income properties; and
3. Disputes involving failure to comply with new Authority-wide requirements.

V. Grievances to which this procedure is not applicable

1. Class grievances against the CHA; or
2. Disputes between Head of Households, when the CHA is not involved.

The Grievance Procedure shall not be used as a forum by any person, groups, groups of persons, agencies, or organizations for initiating or negotiating policy changes with the CHA or the CHA's Board of Commissioners or its designees.

VI. New Head of Household

- A. At the time of leasing, the property management firm will furnish each new Head of Household with a copy of the CHA RAD Grievance Procedure with exhibits attached hereto, including the Notice of RAD Grievance Rights – RGPI.
- B. Households transferring from non-RAD properties to a RAD development will be supplied a copy of the CHA RAD Grievance Procedure.

- C. Households transferring between RAD developments shall not be considered new Head of Households.

VII. Reasonable Accommodations

- A. The CHA and its property management firm shall provide reasonable accommodations to permit Head of Households with disabilities to participate in an informal grievance hearing.
- B. If requested by the Head of Household, reasonable accommodations to persons with disabilities may include, but are not limited to the following: 1) that meetings be held in an accessible location; 2) that all materials and notices will be in an accessible format; 3) that the CHA provides qualified sign language interpreters, readers or attendants; 4) that the Head of Household can make a hearing request orally and having a representative, advocate or the property management firm complete the relevant paperwork.

VIII. Notice of Adverse Action

- A. The CHA or its property management firm will notify a Head of Household in writing of the specific grounds for any proposed adverse action. The notice shall be personally served to the Head of household or an adult member of the household or sent via prepaid first-class mail, addressed to the Head of Household. The notice of proposed adverse action will inform the Head of Household of the right to request a grievance hearing and the time period within which a hearing may be requested.

IX. Adverse Action and Grievance Procedure

- A. Actions Excluding Lease Termination: In the case of a proposed adverse action other than a proposed Lease termination, the CHA or its property management firm shall not take the proposed action until the time for the Head of Household to request a grievance hearing has expired. If a hearing was timely requested by the Head of Household, no action shall be taken until the grievance process has been completed.
- B. Actions Including Lease Termination: When the CHA or its property management firm is required to afford the Head of Household the opportunity for a hearing under this Procedure for a grievance concerning the Lease termination (not including grievances described in Section V), the tenancy shall not terminate, even if any notice to vacate under state or local law has expired, until the time for the Head of Household to request a grievance hearing has expired, and, if a hearing was timely requested by the Head of Household, the grievance process has been completed.

X. CHA Ombudsman

A. CHA's Ombudsman is available to advocate for residents at the informal hearing stage.

XI. Request for Informal Hearings

- A. On every Notice of Termination of Tenancy and notices for grievable actions required by the RRC, the Head of Household shall be notified that he/she has a right to request a grievance hearing, orally or in writing, within the applicable number of days from receipt of the Notice.
- B. If an informal hearing is requested, the property management firm shall fill out and provide the head of household with a receipt indicating a request for an informal hearing was made and the date of the request. (Head of Household Receipt for RAD Informal Hearing Request – RGP2). A copy of the receipt shall be given to the Head of Household and placed in the resident's file.
- C. Head of Households shall file grievances either orally or in writing with the property management firm or the CHA department that rendered the decision involving the dispute. The Head of Household or the property management firm, upon request by the Head of Household, shall complete the RAD Grievance Hearing Proceedings Form – RGP3, that is provided by the property management firm. Head of Households shall file their grievances within the following times:
1. 14 days for non-payment of rent;
 2. 30 days if other tenant's health and safety is threatened;
 3. 10 days for any drug related or violent crime activity; and
 4. 10 days for a felony conviction.

XII. Informal Hearing Process

- A. The informal hearing process for all grievances, excluding criminal activity and unit size, will follow the process listed below. Grievances involving criminal activity or unit size, will be in accordance with Section XIII below.
- B. The Head of Household has the right before the informal hearing to review and/or copy any documents, records, and/or regulations that are directly relevant to the grievance raised. The Head of Household shall make the request during normal business hours and is responsible for any photocopying fees. Documents shall be provided and copies shall be made in the management office within a reasonable time period of the Head of Household's request. Costs shall not exceed 10 cents per page.

- C. The CHA, its representatives, and/or Property Management shall have the opportunity before the hearing to request copies of all documents, records, and regulations relevant to the grievance. The Head of Household, upon request, shall allow the CHA and/or Property Management to make copies of all documents the Head of Household plans to present at the hearing.
- D. The Property Management Firm, or the CHA shall schedule and hold an informal hearing within fifteen (15) calendar days of receiving a Head of Household's hearing request. Failure to hold the informal hearing within fifteen (15) days must not be caused by the Head of Household's failure to cooperate in scheduling and/or holding the hearing.
1. If the adverse action or failure to act is the responsibility of the property management firm, the Head of Household's informal hearing shall be conducted with the property manager.
 2. If the adverse action or failure to act is the responsibility of a CHA official, the informal hearing shall be conducted by that official's supervisor or his/her designee.
- E. The Head of Household has the right to be represented by counsel or by other persons chosen as the Head of Household's representative and to have such person make statements on the Head of Household's behalf.
- F. Five (5) days after the informal hearing, the property management firm will submit a copy of the hearing decision to the Asset Management Department for review.
- G. The Asset Manager will complete its review within five (5) days of receipt of the decision and finalize the informal hearing decision with the Property Manager.
- H. Within ten (10) business days after the informal hearing, the property management firm, or the CHA will make four copies of the informal hearing results on the RAD Grievance Hearing Proceedings Form – RGP3. If the decision will not fit on the required forms, a letter with the results attached to the RGP3 form is acceptable.
1. One copy of the informal hearing results shall be supplied to the Head of Household. The RGP3 Form shall be personally served or sent via first-class mail. If mailing is used, receipt is considered complete five (5) days after mailing.
 2. One copy of the informal hearing results shall be sent to the Asset Management Department.
 3. One copy of the informal hearing results shall be sent to the Office of the General Counsel.

4. One copy of the informal hearing results will be placed in the Head of Household's file.

XIII. Informal Hearing Process for Criminal Activity and Unit Size

- A. For grievances involving criminal activity or unit size, the informal hearing will be held by the HCV hearing officers.
- B. The Head of Household has the right before the informal hearing to review and/or copy any documents, records, and/or regulations that are directly relevant to the grievance raised. The Head of Household shall make the request during normal business hours and is responsible for any photo copying fees. Documents shall be provided and copies shall be made in the management office within a reasonable time period of the Head of Household's request. Costs shall not exceed 10 cents per page.
- C. The CHA, its representatives, and/or Property Management shall have the opportunity before the hearing to request copies of all documents, records, and regulations relevant to the grievance. The Head of Household, upon request, shall allow the CHA and/or Property Management to make copies of all documents the Head of Household plans to present at the hearing.
- D. Upon receipt of the Head of Household's hearing request, the Property Management Firm, or the CHA shall forward the request to the HCV Hearing Officer to schedule and hold an informal hearing.
- E. The HCV Hearing Officer will notify all parties, including the Head of Household, of the date, time, and place of the hearing in accordance with Chapter 16: Part III of the CHA Administrative Plan.
- F. The Head of Household has the right to be represented by counsel or by other persons chosen as the Head of Household's representative and to have such person make statements on the Head of Household's behalf.
- G. Within thirty (30) days after the informal hearing, the HCV Hearing Officer will issue its decision whether the Property Management firm or CHA has the right to proceed with termination of the Head of Household's tenancy.
- H. If the outcome of the informal hearing is in favor of the Property Management firm or CHA, the termination of the tenancy using the due process under the Illinois Landlord-Tenant Law shall proceed.

XIV. Request for Formal Hearings

- A. The following residents have the right to use the formal hearing process established by this Grievance Procedure:
1. Residents living in RAD Properties;
 2. Residents living in RAD units converted at mixed-income developments; or
 3. Residents and former residents covered by the RRC.
- B. For all Formal Hearings except for appeals from informal hearings involving criminal activity or unit size, the CHA shall use the City of Chicago's Department of Administrative Hearings. The City's Department of Administrative Hearings maintains a group of qualified independent Hearing Officers jointly agreed by the CHA and Central Advisory Council to serve as independent Hearing Officers for the formal hearing process.
- C. If the resident disagrees with the results of his or her informal hearing, the resident shall submit a written request for a formal hearing within fifteen (15) calendar days of receiving a copy of the informal hearing results.
- D. The resident must use the Resident's Formal Hearing Request Form – RGP4 supplied by the CHA, to request a formal hearing. The resident shall be responsible for sending two copies of the form to the CHA, via regular mail or hand delivery.
1. The resident shall send by regular mail or hand deliver one copy to the General Counsel, who will forward a copy to the City of Chicago's Department of Administrative Hearings. The Office of the General Counsel shall also forward to the Department of Administrative Hearings 1) a copy of the completed RAD Grievance Hearing Proceedings Form – RGP3; and 2) a Grievance Petition from the Chicago Housing Authority – DOAH Petition that identifies the dispute, the basis for the CHA's or the property management company's action or failure to act, and the requested relief.
 2. The resident shall send by regular mail or hand deliver one copy to the Asset Management Department, who will forward a copy to the property management firm.
 3. If the resident fails to request a formal hearing within fifteen (15) calendar days of the sending or delivery of the informal hearing results, then the informal hearing results become final. Failure by the resident to request a formal hearing, however, shall not constitute a waiver of the resident's right to contest the CHA's or property management firm's action or failure to act in a court of law.

- E. Reasonable accommodations to persons with disabilities may include that meetings be held in an accessible location, and that all materials and notices will be in an accessible format, if requested by the resident. This includes, if necessary, that the CHA provides qualified sign language interpreters, readers or attendants.
- F. A formal hearing shall be scheduled to be held by the City of Chicago's Department of Administrative Hearings within thirty (30) calendar days from the Department of Administrative Hearings' receipt of the Grievance Petition, and Formal Hearing Request Form.

XV. Formal Hearing Process

- A. Formal hearings shall be conducted *de novo* in accordance with this Grievance Procedure, and with Chapter 2-14 of the Municipal Code and the Department of Administrative Hearings' Procedural Rules and Regulations, to the extent that they are applicable and not inconsistent with this Procedure.
- B. Orderly Behavior: The Hearing Officer shall require all parties, representatives and witnesses to conduct themselves in an orderly fashion. Failure to comply with the directives of the Hearing Officer to obtain order may result in exclusion from the proceedings or in a decision adverse to the interest of the disorderly party.
- C. Written Appearance Form: All parties on behalf of the CHA, the property management firm or the resident shall complete a written Appearance Form, supplied by the Hearing Officer.
- D. Decision Not to Proceed: The Hearing Officer may render a decision without proceeding with the hearing if the Hearing Officer determines that the issue has been previously decided in another formal hearing or a court of law.
- E. Standard of Proof: The Hearing Officer's decision shall be based upon the preponderance of evidence.
- F. Burden of Proof: In the formal hearing, the resident must first establish that he/she is entitled to the relief and he/she has requested. The CHA or property management firm must then sustain the burden of justifying its action or failure to act, with respect to the issues underlying the grievance **24 CFR 966.56e**.
- G. Evidence and Witnesses: The formal hearing shall be conducted by the Hearing Officer. All parties shall present evidence pertinent to the facts and issues raised by the grievance. The formal and technical rules of civil/criminal procedure and evidence shall not apply. Evidence, including hearsay, may be admitted only if it is the type commonly relied upon by reasonably prudent persons in the conduct of their affairs. All witnesses shall be

sworn in by the Hearing Officer. All parties, including the Hearing Officer, shall have the right to question all witnesses.

H. Recordings of Hearing: A record shall be made of the formal grievance hearing by audio-tape or other appropriate means. Record of the hearing shall include documents, a copy of findings and the written decision.

1. The Department of Administrative Hearings shall be responsible for securing a recorder prior to the formal hearing. Records shall be retained by the Department of Administrative Hearings, pursuant to law, but not for less than six (6) months from the date of the hearing.
2. Any interested party may arrange for a copy of the formal hearing record in advance of or following the hearing, at the party's own expense.

I. Observed Rules for Fair Hearing: The resident shall be afforded a fair hearing. The following rules shall be observed in conducting a formal hearing.

1. The resident, the CHA and its property management firms shall have prior written notification of the date, time and location of the formal hearing, as well as the consequences for failure to appear at the hearing. The Department of Administrative Hearings shall send the notice via first-class mail or personal service no later than seven (7) calendar days before the formal hearing date.
2. The resident has the right to be represented by counsel or by other persons chosen as the resident's representative and to have such persons make statements on the resident's behalf.
3. The resident shall have the opportunity before the formal hearing to examine his/her file; to copy all documents, records, and regulations relevant to the grievance, at his/her own expense; and to take notes.
 - a. Requests for copies of documents, records and regulations shall be submitted in writing by the resident or by the resident's representative to the property management firm and the CHA.
 - b. The property management firm and the CHA have up to five (5) calendar days from the date of request to produce the documents to the resident.
 - c. If the resident or the resident's representative request copies within five (5) calendar days of the hearing, copies of documents shall be made available no later than one (1) hour before the formal hearing is scheduled to begin.

- d. The resident or the resident's representative shall be responsible for paying for copies at the time the resident receives the copies from the property management firm or the CHA. Costs for copies shall not exceed 10 cents per page.
 - e. Any document requested by the resident or his/her representative, within the appropriate timeframe, that is in the possession of the CHA or the property management firm, and that is not made available after the resident's request, may not be relied on by the CHA or property management firm at a grievance hearing.
4. The resident shall have the right to a private hearing, unless the resident requests a public hearing.
 5. The resident shall have the right to present evidence and argument in the support of his/her grievance, to challenge evidence relied upon by the CHA and property management firms, and to confront and cross-examine all witnesses upon whose testimony the CHA or property management firm relies.
 6. All parties have the right to a decision based solely and exclusively upon the evidence presented at the hearing.
- J. Failure to Appear at Formal Hearing: If the resident, the CHA, or the property management firm fails to appear at the scheduled formal hearing, the Hearing Officer may make a determination that the party failing to appear has waived its right to participate in a formal grievance hearing; find that party in default; proceed with the formal hearing; accept evidence relevant to the grievance; and conclude the grievance hearing with findings and a written disposition. A copy of the order of default shall be served upon the defaulting party by first-class mail or personal service.
1. The defaulting party shall have twenty-one (21) days from the date the default is entered to petition the Hearing Officer to set aside the order of default upon a showing of good cause for the party's failure to appear.
 2. A determination that the resident has waived his or her right to a formal hearing shall not constitute a waiver of any right the resident may have to contest the Hearing Officer's disposition of the grievance.

XVI. Formal Grievance Hearing Decision

- A. The DOAH Hearing Officer shall make a determination on the basis of the admissible evidence, testimony, and arguments presented at the hearing. The DOAH Hearing Officer shall not have the power to impose fines, costs, sanctions or other penalties.

- B. The DOAH Hearing Officer shall prepare a written decision from the formal hearing on the DOAH Order: Findings, Decisions, and Order Form. The formal hearing results shall be served via first-class mail or personal service to the resident and his or her representative, the CHA, and the property management firm within five (5) business days of the hearing, unless the Hearing Officer determines that additional time is necessary due to the complexity of the case. If more time is required for the formal hearing decision, the Hearing Officer shall notify the resident of the revised timeline in writing within five (5) business days of the hearing.
- C. The CHA shall keep a copy of the DOAH Hearing Officer's summary, on the DOAH Order: Findings, Decision, and Order Form, with all names and identifying references deleted.
- D. The decision of the Hearing Officer shall be binding on the resident and on the CHA property management firm, which shall take all actions, or refrain from any actions necessary to carry out the decision, unless the CHA's Board of Commissioners or its designees determines, within thirty (30) calendar days, and gives written notice to the resident, his/her representative, and to the Hearing Officer that:
1. The grievance does not concern the CHA's action or failure to act in accordance with the complainant's Lease or regulations which adversely affect the complainant's rights, duties, welfare or status **24 CFR 966.57**; or
 2. The decision of the Hearing Officer is contrary to applicable Federal, State or Local law, HUD regulations or requirements of the Rental Assistant Demonstration Program(RAD) Contract between HUD and the CHA, **24 CFR 966.57**
- E. The decision by the Hearing Officer or Board of Commissioners in favor of the CHA, or which denies the relief requested by the resident, in whole or in part, shall not constitute a waiver of, nor affect any rights the resident may have to judicial review or a trial *de novo* in a court of law regarding the same matter brought up in the grievance. **24 CFR 966.57**

XVII. Informal Hearing Decisions for Grievance Involving Criminal Activity and Unit Size

If the outcome of the informal hearing for grievances involving criminal activity or unit size is in favor of the CHA/Developer, the CHA may terminate a Lease using the due process procedure under the Illinois Landlord-Tenant Law.

Account No.

NOTICE OF RIGHT TO RESIDENT'S GRIEVANCE

I have been advised of my rights to an informal hearing with the Property Manager in case of a grievance with respect to the CHA or property management firm's action or failure to act in accordance with the Lease, the Relocation Rights Contract, or CHA policies, which may adversely affect my rights, duties, welfare, or status.

I have also been advised that if I am not satisfied with the proposed informal results of my grievance, I have a right to proceed to a formal hearing. I have the right to a formal hearing with an independent Hearing Officer under the CHA's Grievance Procedure.

I will have the right to appear at the formal hearing and speak on my own behalf, to be represented by counsel or other representatives of my choice, at my expense, to bring witnesses and documents as I desire, and to cross-examine the CHA or property management firms' witnesses. I have the right before the hearing to examine and copy at my expense, any documents, records, and/or regulations that are directly relevant to the grievance. I understand that I am responsible for the cost of any photocopying requested.

(Print Name)

(Resident's Signature)

(Date)

RESIDENT RECEIPT FOR INFORMAL HEARING REQUEST

A request for an informal hearing with _____
(Property Manager's Name)

was made on _____ by _____
(Date) (Resident's Name)

Nature of Grievance: _____

Requested Relief: _____

I, _____ acknowledge receipt of the resident's
(Property Manager)
request for an informal hearing.

Signature of Property Manager Date

Development Name Date

Property Manager Office Address Fax

Signature of Resident or Representative Date

RESIDENT'S GRIEVANCE HEARING PROCEEDINGS FORM

DATE OF REQUEST: _____

RESIDENT'S NAME: _____

ADDRESS: _____

TELEPHONE NO. _____ ACCOUNT NO: _____

NATURE OF GRIEVANCE: _____

REQUESTED RELIEF: _____

RESIDENT'S SIGNATURE: _____ DATE: _____

CHA MANAGEMENT SIGNATURE: _____ DATE: _____

*or resident representative

INFORMAL HEARING

HEARING DATE: _____ TIME: _____

LOCATION: _____

COMMENTS: _____

PARTIES PRESENT: _____

DISPOSITION: _____

REASON FOR DISPOSITION: _____

DATE:

TO THE RESIDENT: IF YOU DO NOT AGREE WITH THE DISPOSITION OF YOUR COMPLAINT WHICH RESULTS FROM THE INFORMAL HEARING, YOU HAVE THE RIGHT TO PROCEED DIRECTLY TO A FORMAL HEARING UNDER THE CHA RESIDENT’S RAD GRIEVANCE PROCEDURE.

IF YOU DESIRE A FORMAL HEARING, YOU MUST SIGN AND SUBMIT THE ATTACHED FORMAL HEARING REQUEST FORM WITHIN FIFTEEN (15) CALENDAR DAYS OF TODAY.

Return the yellow form to:

**CHA General Counsel
Attn: Grievance Procedure
60 E. Van Buren, 12th floor
Chicago, Illinois 60605**

Return the orange form to:

**CHA Asset Management Department
Attn: Grievance Procedure
60 E. Van Buren, 13th floor
Chicago, Illinois 60605**

IF YOU DO NOT SUBMIT THE FORM WITHIN FIFTEEN (15) CALENDAR DAYS, YOU WILL HAVE YOUR RIGHT TO A FORMAL HEARING AND THE DISPOSITION PROPOSED BY THE PROPERTY MANAGER OR CHA WILL BECOME FINAL.

FORMAL HEARING REQUEST FORM

PLEASE COMPLETE THIS FORM AND MAIL OR HAND DELIVER TO:

Return the yellow form to:
CHA General Counsel
Attn: Grievance Procedure
60 E. Van Buren, 12th floor
Chicago, Illinois 60605

Return the orange form to:
CHA Asset Management Department
Attn: Grievance Procedure
60 E. Van Buren, 13th floor
Chicago, Illinois 60605

DATE OF REQUEST: _____

RESIDENT'S NAME: _____ ACCOUNT NO: _____

ADDRESS: _____

NAME OF DEVELOPMENT IN WHICH I LIVE: _____

TELEPHONE NUMBER DURING THE DAY: _____

RESIDENT'S REPRESENTATIVE (IF ANY): _____

REPRESENTATIVE'S ADDRESS: _____

REPRESENTATIVE'S TELEPHONE NUMBER: _____

I hereby request a formal hearing to present the following grievance: _____

Requested Relief: _____

Choose location for the formal hearing:

Main Office: 400 W. Superior Street
(Sedgwick & Superior Street)

Satellite Office: 2006 E. 95th Street
(95th & Jeffery Boulevard)

RESIDENT'S OR REPRESENTATIVE SIGNATURE: _____

GRIEVANCE PETITION FROM THE CHICAGO HOUSING AUTHORITY
IN THE CITY OF CHICAGO, ILLINOIS
DEPARTMENT OF ADMINISTRATIVE HEARINGS

IN THE MATTER OF:
Resident/Grievant
and
The Chicago Housing Authority and/or
Management Co.
Respondent

Docket #

THE GRIEVANCE

Nature of Grievance:

Requested Relief:

Location Requested for Hearing:

400 W. Superior Street Satellite Office: 2006 E. 95th Street

Reasonable Accommodations Requested: No Yes If yes, please describe:

THE PARTIES

THE GRIEVANT

THE RESPONDENT(S)

Name
Address
Development
Phone
Representative (if any)
Address
Phone

Name
Address
Development
Phone
Name
Address
Development
Phone

OFFICE USE ONLY

Date of Hearing:

Time of Hearing:

Officer Assigned: