

Pocahontas Housing Authority Inc.

Manor Place & Patrick Manor Inc.

1320 Dalton Street, Pocahontas, AR 72455

870-892-9278

Grievance Procedure – RAD PBRA Property

1. Purpose

This grievance procedure is established to ensure that residents of the property are provided with a fair and impartial process to resolve disputes related to their tenancy. The procedure complies with HUD requirements for Project-Based Rental Assistance (PBRA) properties under the RAD program.

2. Right to File a Grievance

Residents may file grievance if they believe that management has taken an action, or failed to act, in a way that adversely affects their rights, duties, welfare, or status under the lease or HUD regulations.

Examples include:

- Lease termination or eviction notices
- Disputes about rent calculation or charges
- Failure to make necessary repairs
- Alleged violations of lease terms

3. Informal Resolution

- Before filing a formal grievance, the resident should request an **informal meeting** with property management to discuss the issue.
- The informal meeting should be held within **10 business days** of the request.
- If resolved informally, no further action is needed.
- If not resolved, the resident may proceed with a formal grievance.

4. Filing a Formal Grievance

- The grievance must be submitted **in writing** to the management office within **10 business days** after the informal meeting or after the resident becomes aware of the action being disputed.
- The written grievance should include:
 - Resident's name, unit number, and contact information
 - Description of the dispute
 - Action or relief requested

5. Hearing Officer

- A grievance hearing shall be conducted by an **impartial hearing officer** who was not involved in the original decision or action.
- Acceptable hearing officers may include:
 - Compliance or regional staff not involved in the matter
 - A peer manager from another property
 - A neutral third party such as an attorney, mediator, or community representative
- **The property manager, assistant manager, maintenance supervisor, Executive Director, and Board Members may not serve as hearing officers.**

6. Hearing Process

- The hearing shall be scheduled within **15 business days** after the grievance is filed.
- The resident will receive written notice of the hearing date, time, and place.
- Both the resident and management may present evidence, witnesses, and arguments.
- Hearings will be conducted in an orderly and impartial manner.

7. Decision

- The hearing officer shall issue a **written decision** within **10 business days** of the hearing.
- The decision will state the facts, findings, and conclusions, and will be binding on both the resident and management, unless it conflicts with HUD regulations or applicable law.

8. Recordkeeping

- Management will maintain records of all grievances, hearings, and decisions for a minimum of **three (3) years** and make them available to HUD upon request.

