



# TENANT COMPLAINT or GRIEVANCE FORM

**Grievance:** Used for dispute resolutions between RESIDENTS & MANAGEMENT.

**Complaints:** Used for Complaints IN GENERAL, not related to a management decision/action.

It is the policy to invite tenants to file complaints/grievances, handle them in a fair, prompt & professional manner.

TNDC's Complaint and Grievance/Hearing Stages (FOR INFORMATION ONLY):

- First Level Resolution** → *Building Management (On-Site)*  
*(either Assistant Manager or Building General Manager)*
- Second Level Resolution** → *Property Supervisor (Oversight of Building Management)*  
*(Property Supervisor manages staff & facilities of several buildings)*
- Third Level Resolution** → *Informal Hearing Contact (Assoc. Dir. of PM)*  
*(will be with an individual who did not make/approve the Second Level decision maker)*
- Fourth Level Resolution** → *Formal Hearing Contact (TNDC Compliance)*  
*(Impartial person from TNDC Compliance Team)*  
*(RAD Properties: Hearing Officer – selected from rotating list established by SFHA)*
- Final Decision Contact** → *Final Decision Contact (Chief Portfolio Officer)*  
*(TNDC Executive with oversight of Property Management Department)*

Tenant/Applicant Name: \_\_\_\_\_ Preferred Contact: \_\_\_\_\_  
(phone or email)

Building/Property Name: \_\_\_\_\_ Unit Number: \_\_\_\_\_

Have you contacted Building Management (the First Level Contact)?:

YES If yes, Date: \_\_\_\_\_ and Who: \_\_\_\_\_

NO If No, please explain why here: \_\_\_\_\_

Items of Concern (Include dates and/or times, names of persons involved and any other pertinent specifics):

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Items of Concern (Continued):

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How would you like the above concerns addressed?

- None, INFORMATION ONLY
  - Resolution Contact to review and ADVISE IN WRITING
  - Resolution Contact to review and schedule an IN-PERSON MEETING
  - Resolution Contact to review and schedule a TELEPHONE CONVERSATION
  - Other, explain: \_\_\_\_\_
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Please note the following considerations of circumstances when determining to deny or terminate assistance or evict because of action or failure to act by members of the family:

- Management and Resolution Contacts/Hearing Officers must consider all relevant circumstances.
- Management and Resolution Contacts/Hearing Officers may impose requirements that other family members not reside in the unit or receive assistance.
- Admission Denials, assistance termination or evictions due to illegal use of drugs or alcohol abuse by a member no longer engaged in such behavior: Management and Hearing Officers should consider any successful and completed supervised drug or alcohol rehabilitation program, or otherwise successfully rehabilitated (42 U.S.C. 13661). Requests for evidence may be required.
- If the family includes person(s) with disabilities any decision concerning such action is subject to considerations of reasonable accommodation in accordance with 24CFR, Part 8.
- Management and Owner's actions must be consistent with fair housing and equal opportunity provisions of 24 CFR SS 51.05 and 24 CFR Part 5, Subpart L, for protections for victims of domestic violence, dating violence, sexual assault or stalking.
- Evictions considered as a last resort, non-payment cases should offer fair and reasonable payment plan must be offered, and considerations of health, safety and quiet enjoyment must be balanced with a consideration that residents may have no other housing options nor complete control over all household members and guests.