

HUD RESIDENT GRIEVANCE PROCEDURES

FIRST STEP Should a resident have a complaint or concern, it should be submitted in writing to:

Property Name:

Mailing Address:

City State Zip:

Phone Number:

(Place Property Stamp with Phone Number Here)

SECOND STEP Should a resident feel that his/her complaint or concern has not been satisfactorily resolved, he/she should then submit his/her complaint or concern in writing adding a statement explaining why he/she feels it has not been satisfactorily resolved to:

Comments & Complaints Department

Franklin Asset Management Co. Inc.

P.O. Box 99564

Louisville KY 40269

(502) 491-2422

(502) 495-2672 (Fax)

THIRD STEP Should a resident still feel that his/her complaint or concern has not yet been satisfactorily resolved, he/she should submit his/her complaint or concern in writing adding a statement why he/she feels it has not been satisfactorily resolved to:

US Department of Housing and Urban Development

Louisville Field Office

601 West Broadway, Room 110

Louisville, KY 40202

HUD may make recommendations to management and advise management if management's decision contradicts Kentucky law or HUD regulations, but the final decision regarding a grievance will rest with management.

THESE PROCEDURES DO NOT APPLY ONCE TERMINATION OF TENANCY HAS BEEN INITIATED BY SERVICE OF A LEGAL NOTICE. IN THIS EVENT, THE PROCEDURES SET FORTH IN THE LEGAL NOTICE MUST BE FOLLOWED.

GRIEVANCE REPORT FORMS ARE AVAILABLE AT THE APARTMENT'S MANAGEMENT OFFICE

HUD GRIEVANCE REPORT

DATE: _____ TIME: _____ PROPERTY NAME: _____

RESIDENT'S NAME: _____ APT #: _____

I am filing this grievance report because:

[] On _____(date), I asked for a service request for _____
_____ and it is not fixed. Explanation: _____

[] On _____ (date), I received a bill for damage repair/replacement of _____
_____ for \$_____. I disagree with this because _____

[] On _____ (date), I received a Termination of Tenancy notice and I disagree with it because: _____

[] On _____ (date), I received an infraction notice for _____
_____ and I disagree with it because: _____

[] On _____ (date), I became upset with _____
(name of employee or sub-contractor) because: _____

[] On _____ (date), _____

Resident's Signature

Management Response: