

KHC 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 and 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:

Kentucky Housing Corporation (KHC)

Resident Complaints Department

1231 Louisville Road

Frankfort, KY 40601

(877) 552-7368

KHC 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 APARTMENTS 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: