

Grievance Procedure for Tenants in Public Housing

You live in public housing if your landlord is:

- Butler Metropolitan Housing Authority (BMHA) or
- Cincinnati Metropolitan Housing Authority (CMHA) or
- Clermont Metropolitan Housing Authority (CMHA) or
- Warren Metropolitan Housing Authority (WMHA)

What is a Grievance?

A grievance is a complaint you file with the Housing Authority that tells them you do not agree with something they did or failed to do.

What can I file a Grievance about?

You can file a grievance about almost anything. You can file a grievance if you think the Housing Authority has done something wrong. You can also file a grievance if the Housing Authority did not do something you think it should have done.

Examples of things you can file a grievance about are:

- You disagree with a charge on your rent statement;
- You get a termination or eviction notice;
- The Housing Authority refused your transfer request
- You think you are being charged the wrong amount of rent
- You failed a housekeeping inspection

Before you file a grievance, you should talk to your manager to see if you can settle the problem.

What Can I NOT File a Grievance About?

You may NOT file a grievance if you have received a notice to leave the premises for:

- criminal activity that threatens the health, safety, or peaceful enjoyment of the premises
- any drug related criminal activity

Where Do I Get a Grievance Form?

You should be able to get a grievance form at the local management office or any office of the Housing Authority. The Housing Authority is not allowed to refuse to give you a grievance form.

How Long Do I Have to File a Grievance?

You must act quickly!!

If you are objecting to a notice or letter from the Housing Authority, you must file the grievance no later than 10 days after you receive it.

Where Do I File my Grievance?

File your grievance at your property management office. Ask the receptionist to make a copy of your grievance, stamp it with the date and give the copy back to you. Keep it as proof of your filing.

How do I fill out the Grievance form?

On the grievance form, there is a section for you to tell the Housing Authority your complaint. Write your complaint in as much detail as possible.

You should write:

- What action or inaction you are complaining about;
- Why you disagree with what the Housing Authority did or did not do;
- What you want the Housing Authority to do to fix the problem.

What happens after I File my Grievance?

After you file your grievance, your manager should contact you to set up a meeting. At that meeting you will talk about your grievance.

Within 20 days after your meeting, your manager **MUST** give you a written answer to your grievance. The answer will tell you if the Housing Authority will do what you asked them to do in your grievance.

If your manager does not issue a written answer, follow the directions in the next section and ask for a hearing.

Grievance Hearing Procedure

What if I do not agree with the answer to my Grievance?

If the Housing Authority denies your grievance or fails to answer it, you can ask for a hearing. The hearing will take place in an office of the Housing Authority, not a court.

Move Fast

You will have 10 days or less to file a request for a hearing. Your deadline for filing your hearing request should be printed on the written answer to your grievance. To be safe, you should file for a hearing as soon as you receive the written answer to your grievance.

On the hearing request form, you should:

- Say that you disagree with the answer to your grievance
- Say why you disagree with the answer to your grievance
- Say what you want the Housing Authority to do

Take your hearing request to the management office and file it like you filed the grievance. Make sure to get a copy for your records. You will then receive notice of your hearing date and time.

At The Grievance Hearing

At your hearing, you will tell the hearing officer why you think the Housing Authority is wrong and how you want them to fix the problem. The hearing officer will send you a written decision after the hearing.

How do I appeal a bad hearing decision?

If you believe the hearing officer made the wrong decision, you can file an “administrative appeal” in Common Pleas Court. This would be a law suit against the housing authority and must be filed no later than 30 days after the decision. You should consult an attorney before trying this