



## Grievance Policy

The John Stewart Company, the Managing Agent, and the Owner, want this community to be a pleasant place to live for all residents. If an applicant or resident feels any representative of management has acted in a discriminatory manner, please follow these steps:

### **FIRST CONTACT:**

Raise issue with site manager.

**Jackie Matthews, Property Manager**

Avenida Espana Gardens

181 Rawls Court, San Jose, CA 95139

Email-avenida@jsco.net | Phone-408-972-5529

### **SECOND CONTACT:**

If issue is unresolved after fourteen days, raise the issue with the property management company Regional Manager.

**Julie Packer, Sr. Regional Manager**

John Stewart Company

104 Whispering Pines Drive, Suite 200, Scotts Valley, CA 95066

Email-jpacker@jsco.net | Phone-831-438-5725 x261

### **THIRD CONTACT:**

If you are unsatisfied with the Regional Manager's resolution of the issue, or the issue remains unresolved after five business days, Regional Manager will refer you to the Director or Vice President.

**Maya Powis, Director**

John Stewart Company

104 Whispering Pines Drive, Suite 200, Scotts Valley, CA 95066

Email-mpowis@jsco.net | Phone-831-438-5725 x225

### **FOURTH CONTACT:**

If the Director's/Vice President's resolution of the issue is unsatisfactory or the issue remains unresolved after five business days, the Director/Vice President will refer you to the Housing Authority, Asset Manager.

**DISABILITY DISCRIMINATION**: If you feel you were discriminated based on a disability, you may contact Warren Reed, 504 Coordinator directly at 831-438-5725.

If all of the above fail to resolve the issue, contact the Office of Fair Housing and Equal Opportunity of the Department of Housing and Urban Development at (800) 347-3739.

If you have a disability and need to file a reasonable accommodation request to file this complaint, please contact (408)975-4623 or TDD: (408)993-3041.

We value you as residents and thank you for your cooperation.



## Reasonable Accommodation Grievance Procedure

**Initial Appeal:** If you are unsatisfied with a decision regarding a reasonable accommodation request, file a grievance with the local 504 Coordinator.

**Warren Reed, Vice President, 504 Coordinator**

John Stewart Company

104 Whispering Pines Drive, Suite 200, Scotts Valley, CA 95066

Email-wreed@jsco.net | Phone – (831) 438-5725

**Second Appeal:** If you are unsatisfied with the local 504 coordinator's resolution of your grievance or the issue remains unresolved after five days, request to speak with SCCHA's 504 coordinator.

If all of the above fail to resolve the issue, contact the Office of Fair Housing and Equal Opportunity of the Department of Housing and Urban Development at (800) 347-3739.