HOUSINGAUTHORITY
SANTA CLARA COUNTY
making homes, growing communities

Avenida Espana Gardens
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.
Ksenia Asatryan, Property Manager
Avenida Espana Gardens
180 Rawls Court, San Jose, CA 95139
avenida@jsco.net | 408-972-5529

SECOND CONTACT: If issue is unresolved after fourteen days, raise the issue with the property management company Regional Manager.
Julie Ann Packer, Regional Manager
The John Stewart Company
104 Whispering Pines Drive, Suite 200, Scotts Valley, CA 95066
jpacker@jsco.net | (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
The John Stewart Company
104 Whispering Pines Drive, Suite 200, Scotts Valley, CA 95066
mpowis@jsco.net | 831-438-5725

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.

Kelsey Montano, Asset Manager
Santa Clara County Housing Authority
505 West Julian St., San Jose CA 95110
Kelsey.Montano@scchousingauthority.org | 408-993-2962

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, 504 Coordinator
The John Stewart Company
104 Whispering Pines Drive, Suite 200, Scotts Valley, CA 95066
wreed@jsco.net | 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.

EQUAL HOUSING OPPORTUNITY