



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.

Mamed Tachmuradov, Property Manager

7750 Wren Avenue, Gilroy, CA 95020

sunsetgardens@jsco.net | phone (408) 847-1333

SECOND CONTACT:

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

Sally Adams, Regional Manager, The John Stewart Co.

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

sadams@jsco.net | phone (831) 438-5725

THIRD CONTACT:

If you are unsatisfied with the Regional Manager's resolution of the issue, or the issue remains unresolved after five business days, the 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 | phone (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, Senior 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

The John Stewart Company

104 Whispering Pines Drive, Ste. 200, Scotts Valley, CA 95066

wreed@jsco.net | Phone

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.