EQUAL HOUSING OPPORTUNITY

GRIEVANCE PROCEDURE
Bracher Senior Housing

If an Applicant or a Resident feels any representative of management has acted in a discriminatory manner with respect to lease requirements, disability status, accommodation request, application processing, management policies, etc., which has adversely affected the rights of the complainant, the first step should always be informal discussion of the incident between the complainant and management. Day-to-day contact and honest communication between the manager and the residents or applicants are the most successful way to avoid misunderstandings and develop mutual respect. If this fails to resolve the grievance, the following steps should be taken:

1. Informal Grievance Review

   The goal of the informal review is to settle the problem without the need for a formal review. If the resident or applicant has a complaint and requests a review, they will have an informal review with the Property Manager or Regional Manager of The John Stewart Company.

   - The resident or applicant must personally present their grievance, either orally or in writing, to The John Stewart Company management office at 2665 South Drive, Santa Clara, so that management may discuss the grievance with them informally. While they can present their grievance orally, it is better to state the grievance in writing. The grievance may be simply stated, but must specify both the specific ground(s) for the grievance and the action or relief sought.

   - The resident or applicant must present their grievance within a reasonable time, not to exceed ten (10) working days following the incident or action upon which the grievance or dispute is based.

   - Once requested, an informal review will be held between the resident or applicant and management within five (5) working days following management's receipt of the request.

   - Management will prepare a written, dated, and signed summary of the discussion and its response to the grievance within a reasonable time, not to exceed fourteen (14) working days. Management will mail or deliver one copy to the resident or applicant and keep one in its file. Management's answer shall specify 1) the name of the review participants, 2) the date of the review, 3) the nature of the grievance, 4) Management's decision on the grievance (and the specific reasons for Management's decision), 5) the resident or applicant's right to request a formal review, and 6) the procedure to request such a formal review (if the resident or applicant is not satisfied with the Management's decision).

2. Formal Grievance Review

   If the resident or applicant is dissatisfied with management's decision after the informal review, they can request a formal review. The formal review will be heard by a Vice President/504 Coordinator or Senior Vice President of The John Stewart Company.

   - If the resident or applicant desires a formal review, they may submit a written request to jscosb@jsco.net within five (5) working days after receiving management's written summary of the informal review. The request may be copied to the Santa Clara County Housing Authority (Owner) at Erin.Welch@scchousingauthority.org or the below address if you so choose. If the resident or applicant does not have access to e-mail, then the information may be delivered to the property or the John Stewart Company Regional Office at:

The John Stewart Company
104 Whispering Pines Drive, Ste. 200
Scotts Valley, CA 95066
Attention: W. Reed

Request may be copied to:
Santa Clara County Housing Authority
505 W. Julian Street
San Jose, CA 95110
Attn: Erin Welch

- As with the informal review, the resident or applicant must state the nature of their complaint or grievance, the reasons why they disagree with Management's decision resulting from the informal review, and the action or relief they seek.

- The assigned John Stewart Company officer will review the information provided by the resident or applicant and the management staff and make a written determination with ten (10) working days, which shall be final.

- At any time, the resident or applicant has the right to file a complaint with HUD's Office of Fair Housing and Equal Opportunity.

San Francisco Regional Office of FHEO
U.S. Department of Housing and Urban Development
One Sansome Street, Suite 1200
San Francisco, California 94104
(800) 347-3739, TTY (415) 436-6594

TDD Telephone device for the deaf only (415) 345-4470 California Relay Service (711).

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To be attached to all applications and resident files.