



101 East Market Street, Aberdeen WA 98520 | phone: (360) 533-5100 | website: coastalcap.org

Policy Name: Habitability/ADA complaint Procedure

Application Level: HCS.

Date Implemented: 6/5/2023

Approved by: Dept. Director

Date(s) Revised: 5/10/2024

Date(s) Reviewed:

Background

Per CHG Guidelines, Lead/Subgrantee must have a written procedure describing the response to complaints.

- Each household must be informed in writing of the habitability complaint process.
- Households must be assured that complaints regarding their housing unit's safety and habitability will not affect the household's program eligibility.
- Must include mandatory inspection when a complaint is reported using the HHS form, HQS form, or documenting the specific complaint in an alternate format that includes follow-up and resolution.

Complaint Procedure

Step 1: Provide program participants with a copy of the Habitability/ADA Complaint Form when they begin occupancy of a new unit.

- The form will also be available upon request.
- The Complaint Form will include a written assurance that complaints regarding their housing unit's safety and habitability will not affect the household's program eligibility.

Step 2: Complete the Habitability/ADA Complaint Form.

- Participants should fill out the Complaint Form, providing all requested information, and forward it to their Care Coordinator. The signed Complaint Form should be filed in writing as soon as possible after an issue is discovered.
- Alternative methods for filing a complaint, such as personal interviews with a Care Coordinator or Landlord Liaison, will be made available upon request.

Step 3: Conduct an Investigation

- Within three business days of receiving the complaint, CCAP shall begin investigating the merits of the complaint. The participant's Care Coordinator and the CCAP Landlord Liaison may coordinate the investigation. The Landlord Liaison may contact the participant directly to obtain additional facts or documentation relevant to the complaint.
- With the participant's permission, the Landlord Liaison will conduct a site inspection of the unit in question to directly observe the item(s) of concern. The Landlord Liaison shall use the **Housing Habitability Standards (HHS)** Form to document their site inspection. *(Unless otherwise necessary to utilize HUD required standards)*

Step 4: Prepare a Written Decision and Forward it to the Complainant

- The Care Coordinator and/or Landlord Liaison shall prepare a written decision, after full consideration of the complaint merits, no later than 7 business days following the receipt of the complaint. A copy of the written decision shall be mailed to the complainant no later than three business days after preparation of the written decision. In addition, a copy of the written decision shall be presented in person to the resident. A copy of the complaint, written decision, and responses shall be retained in the client file.

Step 5: Landlord Intervention

- When a complaint is deemed necessary to involve the landlord, the Landlord Liaison will contact the landlord to resolve the issue. In most cases, all complaints forwarded to a landlord will be resolved within 15 business days of the landlord being contacted. If a landlord disputes a claim and a resolution cannot be agreed upon, the Landlord Liaison will contact the appropriate city official and file a complaint on behalf of the client within 5 business days.

Step 6: A Complainant May Appeal the Decision

- If a resident is dissatisfied with the written decision, the resident may file a written appeal with the Director of Housing, no later than 15 business days from the date of the mailing of the decision. The appeal must contain a statement of the reasons why the complainant is dissatisfied with the written decision and must be signed by the resident or by someone authorized to sign on the resident's behalf (this may be a client's case manager). A notice of receipt shall be mailed to the resident within three business days of receiving the appeal. The Housing Director shall act upon the appeal no later than 7 business days after receipt, and a copy of the appeal reviewer's written decision shall be mailed to the resident no later than three business days after preparation of the decision. The decision of the Housing Director shall be final. A copy of the written appeal and decision shall be maintained in the client file.



Habitability/ADA Complaint Form

Resident Name: _____

Case Manager: _____

Email: _____

Phone: _____

Address: _____

City: _____

County: _____

Landlord: _____

Landlord Phone: _____

My complaint is: (Please be specific and provide as much information as possible).

This is what I think should be done to resolve this issue:

Please attach any backup documentation (e.g., pictures, receipts)

Resident Name: _____

Resident Signature: _____

Date: _____

Case Manager Name: _____

Case Manager Signature: _____

Date Received: _____

A copy of this complaint form should be retained in the client's file and a copy should be given to the resident. Case Managers should notify the Landlord Liaison and Housing Director when they receive a complaint form.