

## Summary of Revisions to the SAHA Public Housing Lease

Indicates policy has been added

~~Indicates policy has been removed~~

### Reason for the Change to ATTACHMENT A: SAN ANTONIO HOUSING AUTHORITY PUBLIC HOUSING GRIEVANCE PROCEDURE

Language was added to section “II. Informal Conference” to clarify that SAHA’s grievance procedure includes an informal conference, by which residents with a grievance have an opportunity to resolve the issue without participating in an informal hearing. The language outlines the steps required to successfully complete an informal conference and SAHA’s responsibilities.

Language was updated in section “IV. Selecting the Hearing Officer or Hearing Panel” to indicate that the informal hearing process does not only apply to situations in which housing assistance may be terminated.

Lastly, language was added to section “VII. Decision of the officer” to align with current SAHA policy, which states that the decision of SAHA’s hearing officer is final and decisions may only be appealed through the courts up to one year after the decision.

#### II. Informal Conference

Any grievance shall be presented, either personally or in writing (no telephone calls accepted), to the Community Office located at the development where the complainant resides within ten (10) business days after the grievant event, so the grievance may be discussed through an informal conference and settled without a hearing.

A summary shall be prepared within five (5) business days of the informal conference date and one copy shall be given to the resident and one retained in the resident’s file. The summary shall specify:

A. The names, addresses and phone numbers of the informal conference



participants:

- B. Date and time of the informal conference;
- C. Nature of the proposed disposition of the complaint and specific reasons therefore;
- D. The right of the complainant to a hearing; and
- E. The procedure by which a hearing may be obtained.

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#### **IV. Selecting the Hearing Officer or Hearing Panel [966.55 (b)(2)(ii)]**

A grievance hearing will be conducted by an impartial person appointed by SAHA other than the person or a subordinate who made or approved the adverse action decision to terminate housing assistance.

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#### **VII. Decision of the officer [966.57]**

The hearing officer will prepare a written decision, together with the reasons for the decision **within ten (10) business days** after the hearing. A copy of the decision will be sent to the complainant and SAHA. SAHA will retain a copy of the decision in the Tenant's folder. SAHA's decision is final and may only be appealed through the courts up to one (1) year from the date the decision was made.