



GRAND RONDE HOUSING DEPARTMENT

TENANT CONCERN POLICY

Purpose: *The purpose of this policy is to provide tenants with an avenue to address their complaints and concerns arising out of their tenancy that involve other tenants or their guests, such as neighbor disputes. This policy is not intended to apply to actions taken by GRHD, which should be handled pursuant to the Grievance Policy.*

Tenant Concern Procedure:

1. In the event that a tenant has a complaint or concern involving another tenant or their guests, Tenant should fill out the attached form. If tenant calls GRHD staff with such a concern, the tenant should be directed to fill out the form. **NOTE:** *The tenant will have the option to remain confidential, but must understand that it may prevent GRHD from remedying the complaint without having been able to speak with the complainant or verify the items in an anonymous complaint. The form can be delivered to the GRHD secretary, or placed in the GRHD rent drop box.*
2. Upon receipt of a Tenant Complaint Form, the Department Manager will review the complaint and then refer it to the appropriate GRHD staff person. Within one (1) business day of receipt, the assigned staff person will review the complaint/concern and begin their inquiry. As part of this inquiry process, GRHD staff will interview those named, attach any and all related pictures, security reports, police reports, and document the date(s) and time(s) of all of these actions.
3. Following completion of the inquiry, staff will determine what, if any, is the appropriate response to the complaint and document it on the form. Staff will follow up with the tenant in writing within thirty (30) days of receipt of the concern as to the results of the inquiry and insert the information into the electronic notes for all involved.
4. The completed Tenant Complaint Form will be inserted into the file of the complainant, as well as those named in the complaint.
5. The Department Manager will include Tenant Concerns as a standing item in the Department Manager Update to General Manager.



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TENANT CONCERN FORM

Date:

Name of Person Filing Concern:

Address:

Phone Number:

Details of concern:

Tenant's Signature:

After Hours Receipt

Received by:

Date/Time:



FOR GRHD USE ONLY

Date received:

Dept. Manager Review/Assigned

(D.M. Initial)

Assigned to:

Date Assigned:

Results of inquiry (all supporting documentation to be attached):

Response taken, if any:

Tenant follow up date:

Notes:

Assigned GRHD Staff Signature

Date