

# Grievance Procedure

For

Desert Willow Apartments, Inc (DWA)

Revision 2  
Board Approved  
Date: 1/21/2010

Document Configuration Manager  
Board of Director Secretary  
File: grievance\_proc\_v2

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Desert Willow Apartments

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**Document Change History**

**Revision 1 – 1/18/2012, Fred Plane**  
Wrote Grievance Procedures

**Revision 2 – 1/21/2012, Fred Plane**  
Board approved with modifications

## Desert Willow Apartments

### Grievance Procedure

#### **Desert Willow Apartments Grievance Procedure**

Desert Willow Apartments (DWA) provides a Resident Manager on-site to allow residents a point of contact for issues and concerns. The Resident Manager may be contacted during posted operating hours, or in the event of an emergency, may be contacted at the telephone number posted on the office door or window.

The Resident Manager will be sensitive and responsive to any issues or complaints brought to their attention by or on behalf of residents of DWA. The Resident Manager will attempt to deal with all issues, grievances, or complaints relating to the day-to-day matters and operation of DWA. The Resident Manager shall be the initial point of contact for residents wishing to bring forward a complaint or grievance.

Residents are also encouraged to contact the Resident Council to address their concerns with regard to the operation and policies of DWA. The Chairperson of the Resident Council then may bring such items to the Resident Manager for review if the Resident Council has voted that the issue warrants such action. The item will be heard as a part of the Resident Council report to the Board of Directors at the next scheduled Board of Directors meeting.

Residents who may feel that actions or responses by the Resident Manager do not adequately deal with their issues or concerns are then directed to make contact with the DWA management company at 661-266-2577 or 661-350-5196. The management company staff will attempt to address and resolve any issues brought to their attention only if the matter has first been directed to the Resident Manager and remains unresolved. Residents are not to take grievances and issues directly to the management company without first directing the issue to the Resident Manager.

If a resident still feels their issue has not been resolved by the Resident Manager and the DWA management company, then such matter may be submitted to the Board of Directors for review and consideration. The complaint is to be submitted, in writing, via the confidential complaint box located in the community building in the pool room. The complaint will be forwarded to the President of the Board of Directors by the Board member designated to collect complaints from the box for review at the next appropriate Board of Directors meeting. The Board of Directors will decide if the issue will be reviewed publically at a Board of Directors meeting and if the resident that has made the complaint will be invited to the Board of Directors meeting to address the full Board of Directors. The decision of the Board of Directors is final.

Complaints and grievances submitted to the Board of Directors that have not been first submitted to the Resident Manager and the DWA management company will be directed back to staff for review.

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Residents are further informed that if a satisfactory resolution of grievances is not realized by the procedure outlined above, they may contact the Asset Management Division of HUD. Dept. of HUD, 611 West 6<sup>th</sup> Street, Los Angeles, CA 90017.

Unresolved grievances having to do with discrimination outlawed by the Equal Housing or Equal Opportunity statutes may be referred to the Fair Housing and Equal Opportunity Division of HUD (same address as above), or may be referred to the local Fair Housing Foundation listed in the local phone directory.