



Resident Complaint & Harassment Resolution Policy & Procedure

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This policy establishes a procedure for Holland Properties, Inc. residents to report and address grievances, including harassment, within their living spaces. It is designed in accordance with HUD regulations to ensure all complaints are handled fairly, efficiently, and with respect. Applicable to all residents, it covers issues related to lease agreements, tenant rights, tenant-on-tenant offense, maintenance, health, and safety, with a specific focus on preventing harassment.

Definitions

Grievance: A complaint by a resident about housing policies, decisions, conditions, actions affecting lease terms, discrimination, harassment, or rights violations.

Grievant: A resident who submits a grievance.

Harassment: Unwelcome conduct, whether verbal, physical, or visual, that is based on race, color, national origin, religion, sex, familial status, disability, or any other legally protected status, affecting the dignity or safety of individuals.

Confidentiality & Record Keeping: Proceedings will be confidential to protect the privacy of all parties involved and only disclosed as required by law or necessary for the protection of health and safety.

Non-Retaliation: Retaliation against anyone filing a grievance or participating in the process is prohibited.

Procedure

Step 1: Informal Resolution Attempt

Residents should first address concerns with property management staff informally. If unresolved, they may then file a formal grievance.

Step 2: Filing a Grievance

To file a formal grievance, including harassment, email main@hollandprop.com detailing the complaint, desired outcome, and any evidence.

Step 3: Investigate Grievance

Upon receiving a formal grievance, the property manager will take timely and appropriate action by investigating the grievance report, reviewing the evidence, and calling witnesses.

Step 4: Decision

After the investigation, the property manager will provide a written decision detailing the findings, conclusions, and any actions to be taken, which may include a lease violation or termination of tenancy. This decision will be final, subject to the grievant's right to seek further review in accordance with HUD regulations or applicable law.

Holland Properties, Inc. commits to creating a secure and respectful living environment for all residents, in full compliance with HUD's mandates. This policy will be regularly reviewed and updated as necessary to reflect changes in HUD regulations and ensure effectiveness in safeguarding resident rights and welfare.