

LUDLOW HOUSING AUTHORITY

GRIEVANCE POLICY

Adopted by the Board of Commissioners

September 27, 2022

The Ludlow Housing Authority (LHA) has adopted this Grievance Policy in accordance with the laws of the State of Massachusetts and the Department of Housing and Community Development (DHCD) regulations as shown in 760 CMR 6.00, the purpose of which shall be the prompt and reliable determination of grievances.

A grievance is defined as (1) an allegation that an LHA or an LHA employee has acted or failed to act in accordance with the tenant's lease or any statute, regulation, or rule regarding the conditions of tenancy and the alleged action of failure to act has adversely affected the status, rights, duties or welfare of the grievant and/or a household member; (2) an allegation that an LHA or an LHA employee has acted or failed to act in accordance with any statute, regulation, or rule regarding the program and that the alleged action or failure to act has adversely affected the status, rights, duties, or welfare of the grievant or a household member; or (3) an appeal by a data subject pursuant to 760 CMR 8.00. The meaning of a statute, regulation or rule shall not be the subject of a grievance.

It is the right of tenants to have the ability to file a grievance if, for example, the tenant opposes some action that the LHA wants to take or the LHA has not acted properly or at all, for example, in relation to repairs of the apartment in which the tenant lives.

Grievance procedures for this LHA have been written under separate cover and are available to the tenant upon request to the LHA. The procedures will also be posted on the bulletin board near the office and will be available on the website at www.ludlowhousing.com.

The right to a grievance is guaranteed in the tenant's lease. It is a way to try to work out problems without having to go to court. The tenant must file a grievance by the deadline on the notice and in the way described. If the LHA did not send a notice to the tenant regarding his/her right to a grievance, then the LHA will probably have to start the process over again.

The LHA also has the right to file a grievance against the tenant. The LHA must do so within a reasonable timeframe following the infraction. The Grievance Procedures provided under separate cover explain the timeframe for filing and responding to the grievance notice by both parties.

This policy is meant to ensure that the grievance procedure can be used in two different ways:

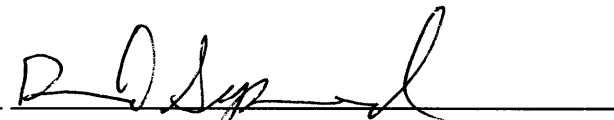
- To oppose some action that the LHA wants to take against the tenant (i.e., the LHA refuses to allow someone to be added to a tenant's lease)
- To hold the LHA staff and Board accountable for the way they have acted or not (i.e., LHA does not respond to tenant request to make repairs).


In order to determine what the tenants' rights are and how to proceed, it is necessary to be knowledgeable as to whether the LHA is a state or federal public housing authority. The Ludlow Housing Authority is a State public housing authority. The way the grievance process works also depends on whether the LHA is taking action against the tenant, or whether the tenant is filing a grievance against the LHA.

Questions regarding grievances may be directed to Robin Carvide, Executive Director, Ludlow Housing Authority at 413-589-7272.


This Grievance Policy is signed and executed this 27th day of September, 2022 by the Board of Commissioners:


Susan Stanek, Chairperson


David Sepanek, Vice Chairman


Audrey Polmanteer, Treasurer


Raymond Anderson, Tenant Commissioner


Jon Baldwin, Commissioner


Robin Carvide, Secretary