



Habitability/ADA Complaint Procedure

Step 1: File a Complaint Form

CCAP residents should fill out the Habitability/ADA Complaint Form, giving all of the information requested. The signed Complaint Form should be filed in writing with your case manager as soon as possible after an issue is discovered. Alternative methods for filing a complaint, such as personal interviews with your case manager, will be made available for residents upon request.

Step 2: An Investigation is Conducted

Within five days of the receipt of the complaint your case manager and shall begin an investigation into the merits of the complaint. If necessary, your case manager may contact the CCAP landlord liaison to assist with their investigation. The CCAP landlord liaison may contact the complainant directly to obtain additional facts or documentation relevant to the complaint.

Step 3: A Written Decision is Prepared and Forwarded to the Complainant

The case manager and/or landlord liaison shall prepare a written decision, after full consideration of the complaint merits, no later than 10 days following the receipt of the complaint. If the complaint alleges misconduct on the part of the case manager or landlord liaison, another authorized representative may be appointed by the Director of Housing at his/her discretion. A copy of the written decision shall be mailed to the complainant no later than five days after preparation of the written decision. In addition, a copy of the written decision shall be presented in person to the resident. A copy of the complaint, written decision and responses shall be retained in the client file.

Step 4: Landlord Intervention

When a complaint is deemed necessary to involve the landlord, the landlord liaison will contact the landlord to resolve the issue. In most cases, all complaints forwarded to a landlord will be resolved within 30 days of the landlord being contacted. If a landlord disputes a claim and a resolution cannot be agreed upon, the landlord liaison will contact the appropriate city official and file a complaint on behalf of the client.



Step 4: A Complainant May Appeal the Decision

If a resident is dissatisfied with the written decision, the resident may file a written appeal with the Director of Housing, no later than 30 days from the date of the mailing of the decision. The appeal must contain a statement of the reasons why the complainant is dissatisfied with the written decision, and must be signed by the resident, or by someone authorized to sign on the resident's behalf (this may be a client's case manager). A notice of receipt shall be mailed to the resident within five days of the receipt of the appeal. The Housing Director shall act upon the appeal no later than 10 days after receipt, and a copy of the appeal reviewer's written decision shall be mailed to the resident no later than five days after preparation of the decision. The decision of the Housing Director shall be final. A copy of the written appeal and decision shall be maintained in the client file.