

## **Chapter 9**

### **Applicant and Tenant Grievances**

AHFC provides Public Housing applicants and tenants an opportunity to discuss AHFC decisions and present facts in support of their position. Those appeal or grievance processes are detailed in this section.

#### **1. Reasonable Accommodation**

##### **HUD Regulation 24 CFR 966.56(f)**

Accommodation of persons with disabilities.

(1) The PHA must provide reasonable accommodation for persons with disabilities to participate in the hearing. Reasonable accommodation may include qualified sign language interpreters, readers, accessible locations, or attendants.

(2) If the tenant is visually impaired, any notice to the tenant which is required under this subpart must be in an accessible format.

##### **HUD Regulation 24 CFR 966.56(g)**

Limited English Proficiency. PHAs must comply with HUD's "Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons" issued on January 22, 2007<sup>1</sup>.

##### **AHFC Policy**

If a family requires a reasonable accommodation to participate in the grievance process, see the Reasonable Accommodations exhibit for the process.

#### **2. Grievance Process**

AHFC is not subject to the State of Alaska Administrative Procedures Act, and its grievance procedures comply with HUD regulations.

##### **2.A Applicants**

Applicants may request an Informal Hearing. As stated in the Public Housing Occupancy Guidebook, an applicant Informal Hearing is not a Grievance Hearing. For purposes of this policy, the applicant Informal Hearing will be called the Informal Review. An Informal Review decision is AHFC's final administrative decision for applicants. See the Applicant Informal Review Process exhibit.

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<sup>1</sup> [Published](#) in the *Federal Register* on January 22, 2007.

## **2.B Tenants**

Tenants may request a Grievance Hearing. The grievance hearing process has two parts: an Informal Settlement Meeting and a Grievance Hearing. A Grievance Hearing decision is AHFC's final administrative decision. See the Tenant Grievance Hearing Process exhibit.

## **2.C Denial Due To Ineligible Immigration Status**

### **HUD Regulation 24 CFR 5.514(f)(2)(ii)**

Informal hearing.

For tenants assisted under a Section 8 covered program not listed in paragraph (f)(3)(i) of this section or a Public Housing covered program, the procedures for the hearing before the responsible entity are set forth in 24 CFR part 966.

### **AHFC Policy**

See the Informal Hearing for Citizenship Determination exhibit.

## **Numbered Memo**

21-21 Grievance Policy and Procedures