

PUBLIC HOUSING TENANTS – KNOW YOUR RIGHTS! How To File A Grievance

A step-by-step guide
to help you navigate
the legal system.

You have the right to grieve about issues with your housing. The Public Housing Authority (PHA) must provide the grievance procedure for the public housing you reside in. It must meet HUD's regulatory requirements in addition to any other requirements by local, State or Federal law.

Check your lease and grievance procedure applying to the public housing you reside in. If the PHA's action or failure to act, adversely affects your rights, duties, welfare, or status, you have a right to grieve your lease.



Please read these answers to frequently asked questions

- 1. What is a grievance procedure?**
A grievance procedure is a way for a tenant to request a hearing to challenge the PHA's adverse action or failure to act.
- 2. Where do I find my specific grievance procedure?**
The grievance procedure must be included or incorporated, by reference, in the PHA's lease. A copy of the procedure must be provided to each tenant, and resident organization.
- 3. I've determined I have a grievance, what do I do next?**
A tenant must present their grievance either orally or in writing. While a PHA cannot require a written grievance, it is advisable that such request is in writing. If there is a hearing, you may need evidence of your request. Consider keeping a copy of the request for a hearing with some evidence of filing it. (ex. a fax confirmation or email)
- 4. Where do I file my grievance and how long does it usually take?**
The grievance procedure will, generally, include a PHA location, for making a grievance. The procedure will state a reasonable length of time for filing the grievance. Generally, it is 10 working days. **Check your lease for the grievance procedure and file your grievance timely.**
- 5. Who will decide the outcome of my grievance?**
Grievance hearings must be held before a hearing officer. The hearing officer may be an individual or a panel consisting of more than one person. The hearing officer/panel must be impartial and must not be a subordinate of the person who made the challenged decision.



The PHA may attempt an informal settlement with the tenant who filed a grievance. You do not have to agree to this informal settlement. It is not always required. Contact LSHV if you need assistance.