

HOUSING AUTHORITY OF THE CITY OF OXNARD
GRIEVANCE PROCEDURE

1. RIGHT TO A HEARING

Upon filing of a written request as provided herein, a complainant shall be entitled to a hearing before the Hearing Panel.

2. DEFINITIONS

- a. Complainant is defined as any tenant or applicant whose rights, duties, welfare, or status are or may be adversely affected by the Housing Authority of the City of Oxnard (OHA) action or failure to act, and who files a grievance or complaint with OHA with respect to such action or failure to act.
- b. Grievance or Complaint is defined as any dispute with respect to OHA action or failure to act in accordance with lease requirements, or any OHA action or failure to act involving interpretations, or application of the OHA's regulations, policies or procedures which affects the rights, duties, welfare, or status of the complainant.

3. LANGUAGE OF PROCEEDINGS

^{earliest possible time in the grievance procedure}
~~At the time of the private conference in the case of notices to vacate, or the initial grievance if initiated by the tenant,~~ and prior to any written notices or decisions, the complainant shall be asked whether he prefers to communicate in English or Spanish. Then, and subsequent thereto, all further notices and proceedings must be in the language preferred by the complainant.

4. PROCEDURE PRIOR TO HEARING

- a. Any grievance or complaint must be presented in writing and personally, if possible, to the OHA office or to the management office of the project in which the complainant resides or to which application for admission has been made, so that the grievance may be informally discussed and so that effort may be made to reach a settlement without a hearing. Forms G2 and G2S, "Grievance Complaint," copies of which are attached hereto, shall be given to each and every tenant and applicant

made available for inspection by a prospective complainant or his representative.

- e. Any judicial decision or related settlement pertaining to the decision of the Hearing Panel shall also be maintained on file by the OHA and made available for inspection.
- f. If the decision is in favor of the complainant, the OHA shall promptly take all actions necessary to carry out such decision or refrain from any action prohibited by such decision, unless and until the Board of Commissioners of the OHA determines and notifies the complainant in writing within thirty (30) days that the Hearing Panel has acted arbitrarily or exceeded its authority. In such event, the Hearing Panel's decision may be judicially reviewed.

8. APPEALS FROM THE HEARING PANEL DECISION

A decision by the Hearing Panel which is in favor of the OHA or project management and/or which denies the complainant his requested relief in whole or in part shall not constitute a waiver of, nor affect in any manner, whatever rights the complainant may have to a trial de novo in judicial proceedings which may thereafter be brought in the matter.

9. NOTICE TO VACATE PREMISES

- a. The notice to vacate premises shall be in writing and shall contain the following:
 - (1) The specific reasons for the proposed eviction;
 - (2) The tenant's right to request a hearing, on the proposed eviction within ten (10) working days from the date of the ^{service or receipt} ~~the date of the~~ conference; of the thirty (30) day notice.
 - (3) The tenant's right to continued tenancy pending a decision if he requests a hearing;
 - (4) That the tenant may secure copies of Forms G1 and G1S on which to request a hearing from the OHA.