

## Resident Grievance Policy

Centennial Village, through its Staff and Board of Directors, aims to provide the highest quality affordable housing possible. In order to achieve this, we have outlined the following steps to address a resident's individual concern. When followed by the resident, Centennial staff will respond to the concern in hopes to reach a resolution.

These steps are not designed to address a laundry list of concerns by a resident, or a group of residents. Residents are advised to read, and understand all lease documents, particularly the HUD model lease signed upon move in, as well as the House Rules, also signed upon move in. The Centennial Compliance Office will gladly schedule a meeting to go over these documents with any prospective or current resident.

Centennial has two possible actions a resident may take when they wish to have a grievance addressed:

1. If the Grievance or Concern is a Maintenance or Facilities issue arising from a Work Order, the resident must detach the response card from the work order and place it in the Rent & Office Drop Box. The General Manager will respond to the resident within 24 business hours.
2. If the Grievance or Concern is a Lease or Compliance issue, the resident must call to schedule an appointment with the Compliance Office. An appointment will be made within 24 business hours with the General Manager. The General Manager will respond to the resident within 24 business hours after the meeting.

Should the General Manager not be available within the 24 business hour time frame, Centennial may request that the resident allow Centennial more time to respond, or the Broker and/or Management Agent for the property may fulfil the General Manager's duties in responding to the Grievance or Concern.

*Gracious and Affordable Retirement Living*

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 Centennial Village Does Not Discriminate on the Basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities