

**Proposed Changes to Tacoma Housing Authority's Administrative Plan 2020-08-10**

<b>Type of Change</b>	<b>Section</b>	<b>Title</b>	<b>Current Policy</b>	<b>Section</b>	<b>Title</b>	<b>Proposed Policy Change</b>
Minor procedural change				16-III.B	Applicants: Informal Reviews - Manner and Time of Informal Review	THA will determine whether the informal review shall be conducted in person, by telephone or by video conference. Public health directives may determine how to do this.
Minor procedural change	16-III.B	Informal Reviews: Scheduling an Informal Review	THA must seek to schedule and send written notice of the informal review within <u>10 business days</u> of the family's request.	16-III.B	Applicants: Informal Reviews - Final Decision	THA will seek to schedule an informal review within <u>7 business days</u> .
Policy change				16-III.C.	Grievance Hearings for Participants	Adds "THA's Grievance Process is an opportunity for participating families to contest certain types of THA decisions, or <i><u>THA's chronic or serious failure to act that harms their interest in their THA housing or rental assistance.</u></i> "
Minor procedural change	16-III.C	Informal Hearings: Notice to the Family	Information included in written notice to the family: "A statement that if the family does not agree with the decision the family may request a grievance hearing of the decision"	16-III.C.	Grievance Hearings for Participants: Notice to the Family	Adds "A statement that if the family does not agree with the decision the family may request a grievance hearing of the decision, and <u>offer the family the option to an Informal Settlement Talk.</u> "

Minor procedural change	16-III.C.	Informal Hearings: Filing an Informal Hearing Request	A request for an informal hearing must be made in writing and delivered to the THA either in person or by first class mail	16-III.C.	Grievance Hearings for Participants: Written Request for Grievance Process	Adds "Participants may submit written request using THA Form XXX or use THA's on-line request feature if available."
Minor procedural change	16-III.C.	Informal Hearings: Filing an Informal Hearing Request	Participants must submit a written request for an informal hearing within <u>10 calendar days</u>	16-III.C.	Grievance Hearings for Participants: Deadline for Requesting Grievance Process	Participants must submit a written request for an informal hearing within <u>10 business days</u>
Minor technical change	16-III.C.	Informal Hearings: Filing an Informal Hearing Request	Participants must submit a written request for an informal hearing within <u>3 working days</u> for notices to terminate for criminal conduct.	16-III.C.	Grievance Hearings for Participants: Deadline for Requesting Grievance Process	Participants must submit a written request for an informal hearing within <u>3 business days</u> for notices to terminate for criminal conduct.
Policy change	16-III.C.	Informal Hearings: Filing an Informal Hearing Request	PHAs must offer an informal hearing for certain PHA determinations relating to the individual circumstances of a participant family.	16-III.C.	Grievance Hearings for Participants: Deadline for Requesting Grievance Process	Adds "To contest THA's chronic or serious failure to act the request must be within a reasonable amount of time from when the failure becomes apparent."
Policy change				16-III.C.	Grievance Hearings for Participants: Grievance Process in Two Parts	Adds new sub-section to introduce THA two-part grievance process which now includes an optional "Informal Settlement Talk" as the first part of the grievance process.

Policy change				16-III.C.	Grievance Hearings for Participants: Time, Place and Manner of Grievance Process	Adds "If the purpose of the Grievance Process is to contest a notice of termination of tenancy based upon criminal conduct that presents a serious threat to the health and safety of others or to the property, <u>THA may account for this threat with an accelerated Grievance Process schedule</u> , while preserving the elements of due process. In these cases, the accelerated schedule will allow at least seven (7) business days' notice of the date of the Grievance Hearing."
Policy change				16-III.C.	Grievance Hearings for Participants: Time, Place and Manner of Grievance Process	Adds "A Participant's unreasonable unavailability impeding an effort to schedule the Grievance Process will result in THA scheduling it despite that unavailability. In those cases, or if the Participant does not otherwise appear at the scheduled Grievance Hearing, the Hearing Officer will decide if the nonappearance justifies a dismissal of the Grievance pursuant to Section 16-III.C. – If The Party Does Not Show Up."
Minor technical change	16-III.C.	Informal Hearings: Informal Hearing Officer	Informal hearings will be conducted by a person or persons approved by THA, other than the person who made or approved the decision or a subordinate of the person who made or approved the decision	16-III.C.	Grievance Hearings for Participants: Second Part: Grievance - Selecting a Hearing Officer	THA will appoint a Hearing Officer at THA's expense. The Hearing Officer shall be an attorney.

Policy change	16-III.C	Informal Hearings: Scheduling an Informal Hearing	"If the family does not appear within 20 minutes of the scheduled time, and was unable to reschedule the hearing in advance due to the nature of the conflict, the family must contact the THA within 24 hours of the scheduled hearing date, excluding weekends and holidays. The THA will reschedule the hearing only if the family can show good cause for the failure to appear, or if it is needed as a reasonable accommodation for a person with disabilities. "	16-III.C	Grievance Hearings for Participants: Second Part: Grievance - If the Party Does not Show Up	Adds a new section titled "If the Party Does not Show up" and removes current language which specifies what is considered a "no-show".
Minor technical change	16-III.C	Informal Hearings: Pre-Hearing Right to Discovery	The family will be allowed to copy any documents related to the hearing at a cost of \$.25 per page. The family must request discovery of PHA documents no later than 12:00 pm on the business day prior to the scheduled hearing date.	16-III.C	Grievance Hearings for Participants: Second Part: Grievance - Grievance Hearing Process (2) Discovery by Participant	Before the Grievance Hearing, the Participant may ask THA to examine all documents, records, and regulations in THA's possession directly relevant to the Grievance. Upon such a request, THA will give the Participant a reasonable chance to do that. Participant may copy any such document at Participant's expense. THA may not use any document at the Grievance Hearing that it did not make available to the Participant for examination upon the Participant's request.