

Exhibit K

PACT Grievance Procedure Process

The following grievance procedure outlines the steps PACT property managers must take to inform residents of the right to a grievance, and the steps the property manager must take to properly follow the procedure. The right to a grievance procedure is a protection provided to all residents at PACT developments as set forth in the [RAD Guiding Principles](#) and the Resident Rights in the RAD Notice. The grievance procedure ensures a fair process for all parties involved in the dispute.

The PACT property manager shall give notice to tenants of their rights to a grievance. The PACT property manager must give a copy of the grievance procedure to each tenant and the Resident Organization. A tenant need not utilize this grievance procedure if they do not wish to. The tenant is free to raise the same issues in court, even if they do not prevail at the informal hearing at their management office.

This Grievance Procedure governs individual grievances based on the lease between the tenant and PACT property manager including, without limitation, challenging transfer requests within the development, challenging denials to physical modifications of the building and/or rental unit as part of an accommodation for a disability; challenging the imposition of charges for maintenance and repairs, and any dispute that the Tenant may have with respect to an Owner action in accordance with the Tenant's Lease or PACT and RAD rules and regulations. Transfer requests requiring approval from NYCHA's Leased Housing Department, policy questions, class grievances, inter-tenant conflicts, personal injury claims, damage claims and commercial tenants are excluded from this grievance procedure. Concerns relating to the tenant's subsidy will be construed to supersede or modify tenants' rights to request a hearing from their Section 8 Voucher Administrator under 24 CFR § 982.555. handled by NYCHA's Leased Housing Division as subsidy administrator.

A tenant may present the grievance, either orally or in writing to the management office of the PACT property manager so that the issue may be discussed informally and resolved without a hearing.

The management office shall prepare a written summary of the pre-hearing conference within a reasonable time, including the names of the participants, date of meeting, a summary of the grievance, nature of the disposition and the reasons for the disposition. The notice must also state that if the tenant does not agree with the disposition, the tenant may request an informal hearing on the disposition and state the deadline for the tenant to request an informal hearing. The written summary shall be given to the tenant and one copy retained in the tenant's file at the management office.

If the tenant is not satisfied with the disposition, they may make a written request within the time allotted for an informal hearing to appeal such disposition.

For NYCHA's public housing grievance procedure process, NYCHA uses an impartial attorney to make a decision regarding the dispute. We also require PACT property managers to adopt a similar approach using an objective party for the informal hearing.

Prior to the informal hearing, the tenant must be given the opportunity to examine any documents that are directly relevant to the hearing. The tenant must be allowed to copy any such document at the tenant's expense. If the PACT property manager does not make the

document available for examination on request of the tenant, the PACT property manager may not rely on the document at the hearing. The tenant will be given an opportunity to present documents and other evidence and question property management staff involved in the claim. The PACT property manager will be permitted the opportunity to refute or rebut the evidence presented by the tenant. Evidence may be considered without regard to admissibility under the rules of evidence applicable to judicial proceedings but should be relevant to the matter at hand.

The person who conducts the hearing must issue a written decision based solely and exclusively on the facts presented at the hearing, stating briefly the reasons for the decision. Factual determinations relating to the individual circumstances of the tenant shall be based on a preponderance of the evidence presented at the hearing. Copies of the decision will be mailed to the tenant and their representative and one copy retained in the tenant's file at the management office.

All PACT property managers are required to submit a legal report on a periodic basis to NYCHA utilizing NYCHA's legal template. NYCHA requires that the PACT property manager report information from all grievance procedure hearings. The following information about all grievance procedures will need to be included in the report: description of grievance, date of request for pre-hearing conference, outcome of pre-hearing conference, date of request for an informal hearing, and the outcome of the informal hearing.