

INFORMAL GRIEVANCE PROCESS

The opportunity for an Appeal or Grievance will be given to applicants or participants in the Section 8 Housing Choice Voucher Program if the family wishes to have any of the following PHA decisions or determinations reviewed:

Decision to deny or terminate assistance on behalf of the applicant/participant.

Determination of the amount of “Total Tenant Payment” or “Tenant Rent”.

Determination of the number of bedrooms entered on the voucher as established under PHA standards when assisted tenant wants to move to another unit in the program.

A decision to deny a family residing in a unit with a larger number of bedrooms than appropriate for the family unit size under the PHA subsidy standard or PHA determination to deny the family’s request for an exception to the occupancy standard.

A determination of the utility allowance from the PHA’s utility allowance schedule.

A copy of the Grievance process for the Section 8 Housing Choice Voucher Program is available for review at the Housing Assistance Division, Community Services Department (310 N. Commerce Park Loop) or on our website at <http://cms3.tucsonaz.gov/hcd>. A request for an informal hearing must be made in writing and delivered to the PHA either in person, fax or e-mail or by first class mail, by the close of the business day, no later than 10 business days from the date of the PHA’s decision or notice to terminate assistance.