



Housing Initiatives, Inc.  
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## Appeal Process: Rent Assistance and/or Tenancy

### Overview

A client of Housing Initiatives may appeal any adverse decision to terminate assistance or to evict. The appeal process is as follows:

1. The HII Property Manager will provide a copy of a written statement that sets forth the basis of any decision to terminate assistance or to evict (same as that mentioned in the HII Termination Policy)
2. Clients have the right to request any information in their HII Client File. Such information may be provided electronically or in print.
3. In order to appeal, the client must submit an appeal in writing to the HII Property Manager. Written appeals must be received within 10 business days of the notice of termination. The appeal letters must include:
  - a. a summary of the events that led to the termination of assistance or eviction
  - b. A description of why the client believes that the termination of assistance or eviction was incorrectly or unfairly issued
  - c. An explanation of why the client needs ongoing assistance or tenancy with HII
4. Following the HII Property Manager's review and decision, if the client still feels that their termination of assistance/eviction is wrong, the HII Property Manager will contact the client to schedule a meeting with both the HII Property Manager and the HII Executive Director. The Executive Director will make a decision within five (5) business days of the meeting.
5. For those clients who receive assistance through the Rent Assistance Grant, after completing the process above, they may make a final appeal to Dane County in writing by using the Dane County Complaint and Appeal Form. This form is available from HII or Dane County. Such appeals must be made within 14 days of the decision in point 4, above. As stated on the form, the client must provide the completed form to Housing Initiatives, which will in turn send it to the contract manager for the Rent Assistance Grant. Dane County will provide written resolution of the appeal within 14 days of receipt.
6. For those clients who do not receive assistance through the Rent Assistance Grant, if after exhausting the appeal process above, the client may within 14 business days request in writing a hearing with an impartial Hearing Officer.