



# Saint Joseph County Housing Authority

P.O. Box 425, 107 W. Center Street, North Liberty, IN, 46554

Phone: (574) 656-3545; Fax: (574) 804-1005

Email: mail@sjcha-in.com

## COMPLAINTS AND APPEAL PROCEDURES AND POLICIES

### Informal Hearing Procedures - Participants

Saint Joseph County Housing Authority has made a decision affecting your eligibility or assistance status with the Housing Choice Voucher Program. You may request a meeting to review this decision. All requests for meetings or informal hearings must be made in writing to the SJCHA within 10 days of the date of SJCHA written notification of the decision.

### **MEETINGS**

Either an applicant or a program participant can request a meeting. It is less formal than a review or hearing. If a matter cannot be resolved within the context of a meeting, then an informal hearing (program participants) can be requested.

### **INFORMAL HEARING PROCEDURES - PARTICIPANTS**

An informal hearing may be requested for the decisions related to any of the following PHA determinations:

- 1) Determination of the family's annual or adjusted income and computation of the housing assistant payment.
- 2) Appropriate utility allowance used from the schedule.
- 3) Family unit size determination under the PHA subsidy standards
- 4) Determination to terminate assistance for any reason.

SJCHA review procedures will be the following:

- 1) Applicants must submit their request in writing to SJCHA within 10 days of the date of the notice.
- 2) The Review will be conducted by any person/persons designated by SJCHA.
- 3) Applicants will be given an opportunity to present oral or written objections to the SJCHA decision.
- 4) SJCHA will notify the applicant of the SJCHA final decision after the informal review, including a brief statement of the reasons for the final decision. This notice will be sent within 10 days of the decision.

In addition, you have the right to legal counsel at your own expense. Both SJCHA and the Family will have the opportunity to present evidence regarding the decision in question.

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