



Alltrade Service Solutions

RESIDENT GRIEVANCE PROCEDURE

This policy is furnished so that Residents or Prospective Residents will know, at all times, what procedures Alltrade will follow should a dispute develop. The intent of these procedures is to provide a fair and equitable process for addressing Resident or Prospective Resident concerns.

What is a Grievance?

A grievance is a complaint. When a Resident or Prospective Resident has a complaint, the first step is to speak directly to the Property Manager to see if the problem can be settled.

If the Property Manager is unable to settle the dispute, the Resident or Prospective Resident may request to speak to the Regional Manager to resolve the issue.

Any Resident or Prospective Resident who believes he or she is being discriminated against because of age, race, color, religion, sex, familial status, disability, or national origin may file a written grievance.

Written Grievances

A written grievance notifies Alltrade that a Resident or Prospective Resident does not agree with something Alltrade did or failed to do. A written grievance notifies Alltrade that a Resident or Prospective Resident is not satisfied with the resolution proposed by the Property Manager or Regional Manager.

This policy does not apply to the following situations:

- Rent changes authorized by Alltrade management or in accordance with the lease agreement;
- Criminal activity that threatens the health, safety or peaceful enjoyment of the premises;
- Changes in occupancy rules or other operational or management practices in which proper notice and opportunity have been given according to law and the provisions of the lease; and
- Disputes between Residents not involving management.

Filing A Written Grievance:

Any Resident or Prospective Resident seeking occupancy in an Alltrade managed property who believes he or she is being discriminated against because of age, race, color, religion, sex, familial status, disability, or national origin may file a written grievance by mail to:

Alltrade Property Management
Attn: Staff Development Manager
710 Barret Ave, Louisville, KY 40204

Or via e-mail at:
info@alltradeproperties.com

A written grievance should be in writing and filed within 10 days of the action or inaction. The written grievance should include the following information:

- Your full name, contact information and address;
- The name of the Alltrade staffmembers you have worked with thus far;
- What action or inaction you are complaining about;
- Why you disagree with what Alltrade did or did not do;
- What you want Alltrade to do to address the problem.

The Staff Development Manager will coordinate with the Regional Manager and/or Executive Management to review and make a determination on your complaint.

A Resident or Prospective Resident who files a written grievance will receive a written response within 10 days of receipt of the grievance. The response may be sent via e-mail or certified mail.

Reconsideration:

Within 10 days of receiving a response to a written grievance, a Resident or Prospective Resident may ask Alltrade to reconsider any response to a grievance. Any reconsideration request must be limited to the issues directly related to the original complaint.

A request for reconsideration should be in writing and filed within 14 days of the date of the original written grievance response. The request for reconsideration should include the following information:

- Your full name, contact information and address;
- A statement that the Resident or Prospective Resident disagrees with the response to your grievance;

- The specific reasons why the Resident or Prospective Resident believes the decision was in error;
- What you want Alltrade to do to address the problem.

The Resident or Prospective Resident must identify all relevant information that he or she believes is incorrect or that was omitted from previous consideration. The request must include all new and material information that the tenant or prospective tenant believes supports the reconsideration request.

Please direct all reconsideration requests in writing to:

Alltrade Property Management

Attn: Staff Development Manager

710 Barret Ave, Louisville, KY 40204

Or

info@alltradeproperties.com

Upon receipt of a reconsideration request, the Staff Development Manager may request a private, informal meeting with the Resident or Prospective Resident to discuss the issue and come to a resolution.

A Resident or Prospective Resident who files a reconsideration request will receive a written response within 10 days of receipt of the reconsideration request. The response may be sent via e-mail or certified mail.