

# PHA Grievance Hearings

## When can I request a grievance hearing?

All public housing tenants can ask for a Grievance Hearing to dispute a lease termination notice or raise an issue with PHA.

## What is the grievance hearing process?

1. **Fill out Grievance Hearing Request form** and give to the manager.
2. **Informal Meeting** with manager should be scheduled within 10 days.
3. **Summary & Decision** should be sent within 5 days of the meeting.
4. **Accept or Reject Summary & Decision.** If you do not like PHA's decision, sign it and return it to the manager within 10 days.
5. **Grievance Hearing** should be scheduled within 20 days. For questions, call the PHA Grievance Coordinator at 215-684-1383.

## How do I prepare for a grievance hearing?

Start gathering evidence right away to prove your case. Proof may include:

- Photos
- Letters from PHA
- Proof of income
- L&I inspection reports
- Utility bills
- PHA rent ledger (AR History)
- Rent receipts
- Repair receipts
- Police reports
- Doctor's notes
- Witnesses

## What happens at the grievance hearing?

Grievance hearings are usually held at **12 S 23<sup>rd</sup> St** (near 23<sup>rd</sup> and Market).

- At the hearing, you can present evidence, call witnesses and explain the details of your case to the hearing officer.
- PHA will also have a turn to present evidence, call witnesses and explain their case to the hearing officer.
- The hearing officer should send you a written decision within 15 days of the hearing.
- If you are not satisfied with the decision, you can appeal the decision in the Court of Common Pleas in City Hall, Room 296, within 30 days.

