



We know the way home.

INFORMAL FAIR HEARING

WHAT CAN I DO IF I DISAGREE WITH HOUSING WORKS' DECISION?

If you disagree with this decision, you may submit a written request for an Informal hearing to resolve disputes with Housing Works without legal action and to detect Housing Works errors.

WHAT TYPES OF DECISIONS MAY I APPEAL?

You may appeal any decisions related to the following:

1. Determination of annual or adjusted income and the computation of the housing assistance payment (HAP).
2. Appropriate utility allowance used from schedule.
3. Family unit size determination under Housing Works subsidy standards.
4. Determination that a voucher family is under occupied and request for exception is denied.
5. Determination to terminate assistance for any reason.
6. Determination to terminate an FSS contract, withholds supportive services, or proposes forfeiture of the family's escrow account.
7. Determination to pay an owner claim for damages, unpaid rent or vacancy loss.

Housing Works must give an opportunity for an informal hearing before termination of assistance.

HOW CAN I REQUEST AN INFORMAL FAIR HEARING?

You may request an informal fair hearing by completing a Request for an Informal Hearing form and deliver it to Housing Works within 10 working days of the date of the Notice. The request **MUST BE** received by Housing Works on or before the 10th working day following the date of the Notice. The written request should specify the family's objection to the decision and the factual basis for the objection.

When Housing Works receives a request for an informal hearing in writing, a hearing will be scheduled within no less than 10 business days. The notification of the hearing will contain: 1) the reason for the hearing, 2) the date and time of the hearing, 3) the location of the hearing, and 4) notice of the family's right to bring evidence, witnesses legal or other representation at the family's expense, subject to pre-hearing right to discovery, as set forth below.

Pre-hearing Right to Discovery. Families and Housing Works' have pre-hearing discovery rights.

Right to Discovery by Family: The family has the right to examine before the hearing any documents or evidence in possession of Housing Works and, at the family's expense, to obtain a copy of such documents prior to the hearing. Requests for such documents and evidence must be received no later than 3 working days prior to the date of the hearing. If, upon request of the family, Housing Works does not make available such document, Housing Works may not rely on the documents at the hearing.

Right to Discovery by Housing Works: Housing Works must be given the opportunity to examine before the hearing any family documents relevant to the hearing. If the family does not make the document available to Housing Works at least 3 working days prior to the date of the hearing, the family may not rely on the document at the hearing.


Both parties have the right to question any witnesses.


The Hearing Officer will conduct the hearing. The hearing shall concern only the issues for which the family has received the opportunity for hearing.


CAN I ASK FOR HELP WITH MY APPEAL?

Legal counsel or another chosen representative may represent you at your own expense. The organization listed below offers free legal counsel and/or fair hearing counsel:

405 SW 6th Street
Redmond, OR 97756

 (541) 923-1018

 (541) 923-2095

 www.housing-works.org

Legal Aid Services of Oregon
20360 Empire Ave, Suite B3
Bend, OR 97701
(541) 385-6944
(800) 678-6944
(541) 385-8915 FAX

