

5732 INFORMAL SETTLEMENT OF COMPLAINTS

- 5732.1 Except for complaints filed by applicants that have already participated in an informal conference pursuant to Section 6107 or for complaints concerning termination of assistance, within three (3) business days of receipt of the complaint, the Project Owner shall schedule a conference with the complainant to informally discuss the complaint with the objective of reaching a settlement without a formal hearing.
- 5732.2 The Project Owner shall convene the informal settlement conference within ten (10) business days of the date the complaint was filed.
- 5732.3 If a settlement is reached, within ten (10) business days of the conference, the terms of the settlement shall be put in writing by the Project Owner, signed by each party. A copy of the settlement shall be given to the complainant and DCHA, who shall retain a copy for the complainant's DCHA file.
- 5732.4 If a settlement cannot be reached, the Project Owner shall prepare and serve on the complainant a written answer to the complaint within ten (10) business days of the conference with the complainant. The answer shall specify the following:
- (a) The Project Owner's proposed disposition of the complaint and the specific reasons therefore;
 - (b) The right of the complainant to a hearing, and the procedure for requesting a hearing; and
 - (c) The time allowed to request a hearing.
- 5732.5 The answer shall be served upon the complainant as follows:
- (a) Where the complainant is a resident, by personally serving the answer on the complainant or leaving a copy at the dwelling unit with a person of suitable age, or posting on the door of complainant's unit if no one is at home; or
 - (b) Where the complainant is an applicant, by sending the answer by first class mail, postage prepaid, to complainant's address as it appears in the records of DCHA.

SOURCE: Final Rulemaking at 64 DCR 12956 (December 22, 2017); as amended by Final Rulemaking published at 66 DCR 6831 (June 7, 2019).