

FILING A COMPLAINT

It is policy of Preservation Partners Management Group not to discriminate on the basis of race, color, national origin, religion, sex, familial status, handicap or disability, or any other applicable State law categories.

Any resident who believes that he or she has been discriminated against on the basis of one or more of the items listed above may file a complaint to our office either by mail or by phone.

Should your complaint involve an alleged incident of discrimination regarding a handicap or disability status, please call Preservation Partners Management Group at 310-802-6670, or TTY 844-335-8069, and ask to speak to the 504 Coordinator.

ALL OTHER discrimination complaints should be directed to the property supervisor of your apartment community. The supervisor may be contacted by calling the management office at 310-802-6670, or our TTY at 844-335-8069. If the supervisor is not in, he or she will return your call as soon as possible.

Should you believe your complaint still has not been resolved, or you wish to appeal the decision made by the property supervisor, you may again call our office and ask the receptionist to refer you the Property Management Administrative Assistant at for assistance. Please do not contact Administrative Assistant before speaking to your property supervisor. Please provide the Administrative Assistant with your name, property name and apartment number, the details of the complaint, what actions have already been taken by management, and what, in your opinion, would be a fair resolution of the discrimination complaint.

If you choose to write to Preservation Partners Management Group with your complaint, please make sure to include the information listed above. Should the complaint be one involving a handicapped status, please mail your letter to the attention of the 504 Coordinator. All other complaints should be sent in care of the Administrative Assistant. The Administrative Assistant will then give the letter to the property supervisor and will keep a copy of the letter to ensure that proper attention is being given to your discrimination complaint.

Please be advised that you have the right to request an appeal hearing through the 504 Coordinator within 14 days of the property supervisor's resolution. If you have a handicap or disability, you may request a reasonable accommodation to participate in the hearing process.

Every reasonable effort will be taken to resolve any discrimination complaint and the above steps should be followed. However, should you still have a grievance; you may file a complaint by calling the Housing Discrimination Hotline 800-669-9777, or TTY 800-543-8294, or by contacting your local office of the U.S. Department of Housing and Urban Development. HUD will either handle the complaint or refer it to a state agency.

At any point during the complaint investigation, or any part of the complaint process, the state or HUD is required to reasonably accommodate or assist a citizen who wishes to file a complaint. This would mean, for example, providing interpreter services for an Administrative Assistant with a hearing impairment; brailing or taping material for visually impaired Administrative Assistants, assisting with letter writing; holding conferences in an accessible building, and so forth.

COMPLAINT INVESTIGATION

Once the complaint has been accepted, an investigator will be assigned to your complaint. At this point an investigation will begin.

It is in everyone's best interest to try to resolve complaints voluntarily. Beginning with filing a complaint and up to the end of the investigation, the state or HUD will try to resolve the matter by conciliation (voluntary agreement). If no agreement can be reached, then the investigation will be completed. Where the state is acting to enforce its own housing discrimination law, HUD is required to defer the resolution of the complaint until it has been resolved locally.

Once an agreement or settlement is reached, HUD may request that the agreement be enforced by asking the Department of Justice to institute a civil lawsuit in federal court if anyone does not honor the agreement. Also, the individual who filed the complaint may go directly to federal court to enforce the agreement. The ability of an individual to file in federal court is known as a private right of action.