

Bay Aging Rent and Mortgage Relief Program (RMRP)

Grievance Policy

Bay Aging has adopted a grievance policy providing for prompt and equitable resolution of complaints alleging any action prohibited by the Virginia Department of Housing and Community Development (DHCD).

Bay Aging's RMRP provides a one-time financial assistance payment to eligible households impacted by the COVID-19 pandemic. With the intention to utilize funds for households that are most vulnerable to losing their housing and, as encouraged by DHCD, Bay Aging will prioritize households that have received written notice (pay or quit notice, summons for unlawful detainer, judgement for possession, writ of eviction filed in court, notice of foreclosure, etc.) from their landlord or lending institution that eviction or foreclosure, respectively, is being pursued due to nonpayment. Households who have submitted a preapplication to Bay Aging will be determined to be approved as eligible, waitlisted, or denied based on ineligibility. Waitlisted households are defined as households that are not prioritized as stated above and are otherwise eligible. As housing situations change, households may reengage with Bay Aging for eligibility status to be reviewed.

The status, as determined by the preapplication, does not guarantee a payment be issued. The household must comply with additional requests for information to allow Bay Aging to complete a full application and payment processing request.

Additional factors as outlined in the [RMRP Guidelines](#) will be taken into consideration and may impact the approval, waitlist or denial status of a household.

Bay Aging does not discriminate on the basis of race, color, religion, national origin, sex, elderliness, familial status, disability, source of funds, sexual orientation, gender identity, and/or veteran status in the administration of, or access to, or treatment, or employment, in the RMRP.

Any person who believes that he/she has been subject to discrimination or erroneously deemed ineligible, as outlined in the RMRP Guidelines, may personally, or by representative, file a complaint with Bay Aging. When a person who believes he/she has been adversely affected by an act or decision by Bay Aging and that such act or decision was based on the household being considered as a protected status by [Virginia Fair Housing Law](#) or in error, he/she will have the right to process a complaint or grievance in accordance with the following process:

- I. Complaints or grievances must be submitted to the RMRP Grievance Policy Administrator within **five (5) business days** of occurrence.
- II. An aggrieved person must submit a statement (preferably written) setting forth the nature of the alleged discrimination and facts upon which the allegation is based. The statement must include the name and address of the person filing the complaint. The complaint must state the problem or action alleged to be against RMRP Guidelines and the remedy or relief sought. The statement should be submitted to the RMRP Grievance Policy Administrator named below:



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Organization and Program	Bay Aging RMRP
RMRP Grievance Policy Administrator	Stephanie Hutton
Mailing Address	P O Box 610
City, State, Zip	Urbanna, VA 23175
Phone	(804) 758-2386, extension 1206
Fax	804-758-5773
Email	shutton@bayaging.org

- III. The RMRP Grievance Policy Administrator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The investigation may take up to **five (5) business days** to complete. The RMRP Grievance Policy Administrator will maintain the files and records relating to such complaints or grievances.
- IV. The RMRP Grievance Policy Administrator (or his/her designee) shall contact the complainant no later than **three (3) business days** after completing the investigation with a written decision about whether Bay Aging, as the RMRP administrator, determines the complaint is valid and if so, what steps will be taken to rectify the situation. Reasonable accommodations will be made upon request to ensure the complainant is provided with the best opportunity for participation in a resolution.
- V. If it is determined, by the RMRP Grievance Policy Administrator, that the complaint is not valid, the aggrieved person has the right to appeal the decision within **three (3) business days** of the date of the written notification. The appeal meeting will be conducted by staff who was not originally involved in the original denial. Bay Aging will provide written decision in response to the appeal no later than **thirty (30) calendar days** after its filing. Notice of the response will be provided in an equally effective format upon request.

If you are disabled or have difficulty understanding English, please request our assistance and we ensure that you are provided with meaningful access based on your individual needs.

(Si se desactivan o tienen dificultad para entender el inglés, por favor solicite nuestra ayuda y nos aseguramos de que le proporciona un acceso significativo basado en sus necesidades individuales.)

