HO-CHUNK NATION
PROCEDURE

Title: Lease Violation Policy	**Subject:** Responding to a Formal Rental Complaint
Scope: Rental Management Office	**Policy Number:** DOH-RMO-PRO-03-30-21-001
Issuing Authority: Gabrielle Sanchez Rental Manager – Department of Housing	**Issuing Authority Signature:** Gabrielle Sanchez
Approval Authority: Denise Wright Executive Director - Department of Housing	**Approval Authority Signature:** Denise Wright
Original Date of Approval: 03/30/21	**Last Revision Date:** 12/10/24

1.0 Purpose of Policy:

1.1 The goal of the Ho-Chunk Nation's Rental Management Office (RMO) is to provide housing to qualified Ho-Chunk Nation (HCN) enrolled members and families in a safe and healthy environment.

1.2 This sets forth procedures for the RMO in the administration and in compliance with applicable HCN codes in providing quality and safe rental units.

1.3 This procedure outlines the steps to addressing matters which are in violation of a Residential Lease Agreement.

2.0 Rationale and Background:

2.1 To let tenants know proper steps to take regarding complaints and how the Department of Housing will address those complaints, reports, concerns, etc.

2.2 All complaints, reports, concerns, etc. will remain confidential.

2.3 Lease violations are listed in the Lease Agreement and Move-in packet.

2.4 Lease Agreement and Move-in packet are automatically emailed to tenants.

2.5 Upon request, Lease Agreements and Move-in packets will be mailed to requesting Tribal Member.

3.0 Responsible Official:

3.1 Rental Coordinator

3.2 Rental Manager

3.3 Executive Director

4.0 Types of Complaints:

4.1 Informal Complaints

4.1.1 If a tenant, employee, community member, or member of the public makes an informal complaint, the RMO team member will ask the complainant to submit his/her complaint in writing.

4.1.1.1 If the complaint is not in writing, the RMO will not follow-up with the complaint until it is in writing.

4.1.1.2 The complaint may be sent via email to Gabrielle.sanchez@Ho-Chunk.com, Lois.WhiteEagle@Ho-Chunk.com,

Tama.Sallaway@Ho-Chunk.com, or Housing@Ho-Chunk.com email address; or

4.1.1.3 The complaint may be sent USPS and mailed to: Department of Housing, ATTN: RMO, PO Box 170, Tomah, WI 54660.

4.1.1.4 Complaints without the name of the complainant included shall NOT be investigated by the Department of Housing.

4.2 Formal Complaints

4.2.1 If a tenant, employee, community member, or member of the public makes a formal complaint in writing, then the RMO will respond according to the severity of the complaint.

4.2.1.1 The severity of the complaint will be reviewed on a case by case basis.

5.0 Complaint Form:

5.1 The Department of Housing shall provide a complaint form, but other documentation may be used by the complainant. The complaint shall include, at a minimum, the name of the complainant, name of others affected, date of incident or issue, and a description of the action being reported.

6.0 Response:

6.1 Review the complaint and address internally, with RMO staff, and DOJ (if necessary).

6.2 The Rental Management Office will have fourteen (14) calendar days to respond to the complaint using the Response Letter Template.

6.3 Send a five (5) day *Right to Cure Notice*, if necessary; If the *Right to Cure Notice* is sent, then it is sent via U.S. Postal Service and certified mail, as well as placing it in the Tenant file.

6.4 Send a *Lease Violation Notice*, if necessary; if the *Lease Violation Notice* is sent, then it is sent via U.S. Postal Service and certified mail, as well as placing it in the Tenant file.

6.5 Send a *2nd Lease Violation Notice*, if necessary; if the *2nd Lease Violation Notice* is sent, then it is sent via U.S. Postal Service and certified mail, as well as placing it in the Tenant file.

6.6 Send a *Notice of Termination of Lease* – 28 days' notice is required after the 1st of the month. Refer to Wisconsin State Statutes, 704.19.

7.0 Related Form(s):

7.1 Residential Lease Agreement

7.2 Application, Admissions, and Occupancy Policy and Procedures DOH-HRF-03-11-21-001

7.3 Wisconsin State Statutes, 704.19

8.0 Procedure History:

03/16/21: Procedure issued by the Rental Manager – Department of Housing

03/30/21: Procedure approved by the Executive Director – Department of Housing