

EXECUTIVE HOMESearch AND REALTY SERVICES, INC.

PO Box 195288, San Juan, P.R. 00919-5288
Telephone 787-783-7122 – Fax 787-783-0739

SECTION 504 - ADA GRIEVANCE PROCEDURE

It is the policy of The Golden Residences at The Village not to discriminate on the basis of disability. The Golden Residences at The Village has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), Title II of the Americans with Disabilities Act of 1990, ADA and Title VIII of the Civil Rights Act of 1968, as amended in 1988 by the Fair Housing Act and its regulations implementing the Acts. Section 504 - ADA prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance. The Law and Regulations may be examined in the office of Executive Homesearch and Realty Services, Inc., Management Agent, with **Mr. Ivan Martinez Sterling**, Administrative Coordinator, and Section 504 - ADA Coordinator, who has been designated to coordinate the efforts of The Golden Residences at The Village to comply with Section 504 and disability discrimination complaints.

Contact Information:

Mr. Ivan Martinez

Tel. 787-783-7122

Fax. 787-783-0739

Email: imartinez@executivehomesearch.com

Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for The Golden Residences at The Village to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Section 504 - ADA Coordinator when the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing or oral, providing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 504 - ADA Coordinator (or her/his designee) shall conduct an investigation of the complaint. The investigation shall be informal or formal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 504 - ADA Coordinator will maintain the files and records of The Golden Residences at The Village relating to such grievances.

A two-step process is considered:

The first step is to discuss the grievance with each party in an amicable manner in order to come to an agreeable settlement where each party finds comfort on the grievance matter and resolution.

The second step, if the grievance is not resolved in an amicable manner the Coordinator shall set a date for a formal hearing in order to listen to the aggrieved persons where they can expose their complaint, have witnesses present (if necessary) and be able to reach an settlement.

During both stages, the aggrieved persons shall be informed in writing of their rights to separately or concurrently file discrimination complaint with HUD by calling 787-274-5834 or otherwise visiting: https://portalapps.hud.gov/AdaptivePages/HUD_Spanish/Espanol/complaint/complaint-details.htm or <https://portalapps.hud.gov/FHE0903/Form903Start.action>

- The Section 504 - ADA Coordinator will issue a written decision on the grievance no later than 30 days after its filing.
- The person filing the grievance may appeal the decision of the Section 504 - ADA Coordinator by writing to the **TGR Housing Manager Corp.**, Managing Member of **TRG Affordable Housing, LLC** within 15 days of receiving the Section 504 – ADA Coordinator’s decision. **TRG Housing Manager Corp.** shall issue a written decision in response to the appeal no later than 30 days after its filing.
- The availability and use of this grievance procedure do not prevent a person from filing a complaint of discrimination on the basis of disability with the U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunities.

The Golden Residences at The Village will make appropriate arrangements to ensure that disabled persons are provided other accommodations, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Section 504 - ADA Coordinator will be responsible for such arrangements.