

**DWELLING PLACE OF GRAND RAPIDS, INC.**  
**DWELLING PLACE RESIDENT PROBLEM RESOLUTION FORM**

DATE \_\_\_\_\_ BUILDING/PROGRAM \_\_\_\_\_  
RESIDENT NAME \_\_\_\_\_ PHONE # \_\_\_\_\_  
RESIDENT MAILING ADDRESS \_\_\_\_\_  
BUILDING / PROGRAM SUPERVISOR \_\_\_\_\_

**NOTE: *Use of this form and procedure are not applicable to matters involving evictions. Existing rules, ordinances, laws, and/or statutes determine the proper avenues for due process in eviction matters. This policy does not modify the terms of the parties lease. It is a separate policy from the lease that is simply meant to provide an avenue for constructive resolution of conflicts not related to evictable lease violations in a residential setting.***

Please submit this form and any other information to:

Karen Lewis  
Dwelling Place of Grand Rapids, Inc.  
101 Sheldon Blvd. SE, Suite 2, Grand Rapids, MI 49503

**I. PLEASE IDENTIFY THE TYPE OF PROBLEM THAT NEEDS TO BE RESOLVED.**

Conflict with Other Residents                       Conflict with Dwelling Place Management  
 Physical Conditions within Building               Other \_\_\_\_\_

**II. IN THE SPACE BELOW AND/OR ON AN ATTACHED SHEET, PLEASE DESCRIBE THE PROBLEM YOU HAVE EXPERIENCED. PLEASE BE SPECIFIC AND IDENTIFY:**

- a) what the problem or conflict is.
- b) names and addresses of person(s) involved in the problem or conflict.
- c) dates and times of alleged incidents, if any.
- d) program and/or building policies and procedures which have been violated, if any.
- e) other related facts.

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**III. IN THE SPACE BELOW AND/OR ON AN ATTACHED SHEET, PLEASE SUGGEST IDEAS THAT YOU HAVE TO HELP RESOLVE THE PROBLEM.**

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**FOR QUESTIONS OR ASSISTANCE IN COMPLETING THIS FORM, PLEASE CONTACT:**  
Karen Lewis (855-0428)



## DWELLING PLACE OF GRAND RAPIDS, INC.

### RESIDENT PROBLEM RESOLUTION POLICY

#### BACKGROUND

Dwelling Place is a non-profit housing development agency owning and managing more than 1,000 apartments. Its mission is to improve the lives of people by creating quality affordable housing, providing essential support services and serving as a catalyst for neighborhood revitalization. Because of this mission, Dwelling Place finds itself in the role of landlord, with all of the rights and responsibilities that accompany that role. One of the major responsibilities of a landlord is to ensure that the quality of living is maintained at as high a level as possible for residents. Because, as sometimes happens in rental housing, conflicts between property management or the owner and the resident, or residents and other residents can develop, it is important to ensure that each individual resident has the means through which his/her grievances can be reviewed and addressed. In the matter of evictions, there are already applicable procedures and laws which are mandated by federal, state, and local government. **Therefore, this resident problem resolution policy applies only to matters not related to evictions.**

NOTE: *This policy shall not prevent Dwelling Place from exercising any of its legal rights to evict any resident at any time, whether or not a Problem Resolution form has been filed, nor shall it prohibit a resident from exercising any legal rights concerning residency which are provided for by law.*

#### POLICY

Every resident residing at Dwelling Place managed properties should have the opportunity for further review for any conflict and/or grievance they may have with other residents, property management or owner of the property.

If a resident, in the course of their residency, finds himself/herself in conflict or with serious dissatisfaction regarding any action taken by other residents, management or the owner which affects the resident **other than eviction**, that resident shall have the right to follow a set of procedures which will enable him/her to have his/her grievance or conflict reviewed and responded to.

These procedures include:

**Step 1.** Attempting first to resolve the conflict with the person perceived as responsible for the problem or discussing the issue with the associated property management staff.

**Step 2.** If Step 1 did not resolve the issue satisfactorily, the resident should identify the perceived grievance/conflict, in writing, by using the problem resolution form developed for this purpose. (See attached) Please submit this form and any other information to:

Karen Lewis  
Dwelling Place of Grand Rapids, Inc.  
101 Sheldon Blvd. SE, Suite 2  
Grand Rapids, MI 49503

After the written form is received, it will be referred to the Dwelling Place Appeals Committee consists of the Director of Property Management, Chief Operating Officer and Chief Executive Officer. The Dwelling Place Appeals Committee meets monthly to consider appeal matters. In all cases, a written record of the complaint or concern will be maintained, as well as a response to the complaints at each level of review. This record will be shared with the resident. In some cases, the Chief Operating Officer may assign one of the Committee members or property management staff to follow up with the resident to determine if the issue can be resolve without the Appeals Committee review.

**Step 3.** If a resident is dissatisfied with the response of the Appeals Committee to the complaint or concern, the resident may request to have their complaint or concern reviewed by the Dwelling Place Board's Executive Committee at their next scheduled meeting to determine if further action is warranted. Any disposition made in regards to this complaint by the Executive Committee of the Dwelling Place Board shall serve as a final decision in regards to the matter.

NOTE: THIS POLICY DOES NOT MODIFY THE TERMS OF THE PARTIES LEASE. IT IS A SEPARATE POLICY FROM THE LEASE THAT IS SIMPLY MEANT TO PROVIDE AN AVENUE FOR CONSTRUCTIVE RESOLUTION OF CONFLICTS NOT RELATED TO EVICTABLE LEASE VIOLATIONS IN A RESIDENTIAL SETTING.

**NOTICE TO TERMINATE TENANCY**

I, \_\_\_\_\_, am hereby giving notice that I will be moving from  
Name  
\_\_\_\_\_, # \_\_\_\_\_, on \_\_\_\_\_.  
Current address Apt Date

I do realize that per the rental agreement and state law that I am required to give a written notice not less than thirty (30) days prior to the lease's term end date. If I intend to stay longer than the above given move-out date or if I return my keys later than that date, I may be responsible for another thirty (30) day period. (Extending the move-out date requires a new notice to be filed.)

Furthermore, I understand that if I do not return the keys, a charge of \$15.00 will be assessed for each code key (if applicable) and \$5.00 for any other keys that are unreturned. Likewise, if there is any unpaid rent, utilities and/or other damages, then those amounts may also be applied to my account. An itemized list of damages along with any portion of the security deposit which I may be entitled to may be mailed to me at the below address. **(YOU MUST NOTIFY YOUR LANDLORD IN WRITING WITHIN 4 DAYS AFTER YOU MOVE, OF A FORWARDING ADDRESS, WHERE YOU CAN BE REACHED AND WHERE YOU WILL RECEIVE MAIL; OTHERWISE, YOUR LANDLORD SHALL BE RELIEVED OF SENDING YOU AN ITEMIZED LIST OF DAMAGES AND THE PENALTIES ADHERENT TO THAT FAILURE.)**

\_\_\_\_\_  
Forwarding address

\_\_\_\_\_  
Date Signed

\_\_\_\_\_

\_\_\_\_\_  
Keys returned date

\_\_\_\_\_  
Resident signature

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Reasons for leaving

