



## What if I have a dispute with the new landlord about relocation?

- You may use the RAD Relocation complaint resolution and grievance process to address concerns and complaints related to your temporary relocation. The following is a summary of that process. The full grievance procedure can be found in the RAD Relocation and Transition Plan, which you can obtain from your property manager or the San Francisco Housing Authority, and which is available online at: [www.sfha.org/SFHA\\_RAD\\_Phase\\_I\\_and\\_II\\_Relocation\\_and\\_Transition\\_Plan\\_Final.pdf](http://www.sfha.org/SFHA_RAD_Phase_I_and_II_Relocation_and_Transition_Plan_Final.pdf)
- *If you decide to file a complaint or claim, it's critical to note that you are **required** to continue to comply with your individual temporary relocation plan throughout the process, including moving on assigned dates. Failure to do so may put you in violation of your lease.*

## RAD Relocation Complaint Resolution and Grievance Process

1. **(Optional) Call or email your landlord's Relocation Team staff to informally speak with someone about your relocation complaint**
  - You should make this request as soon as possible
  - Within three (3) business days of the informal discussion, Relocation Team staff must prepare a summary of the discussion and inform you of the landlord's proposed response, and the specific reasons for its response
2. **(Optional) If you're not satisfied with the response from Step 1, Submit a written complaint to your new landlord's Project Manager within 5 days of receiving the response**
  - Your written claim should include a short statement of the dispute, what relief you are requesting, and copies of your evidence
  - The Project Manager must reply to your written complaint within five (5) business days of receiving it and provide the landlord's proposed response and the specific reasons for it
  - The Property Manager's reply must advise you of your right to file a written claim to the San Francisco Rent Board and include a description of the process for filing a claim.
  - Written complaints to the SF Rent Board can be submitted if you have a dispute with your new landlord regarding the following issues:
    - Your family's eligibility for temporary or permanent relocation assistance

- The amount of temporary or permanent relocation assistance provided to your family
- Your new landlord's failure to provide your family with adequate temporary housing or comparable permanent replacement housing

3. If you're not satisfied with the response from Step 2, or if you choose not to use Steps 1 and 2, **Submit a written claim to the San Francisco Rent Board as soon as possible, but no later than 18 months after relocation**

- The San Francisco Rent Board is responsible for hearing relocation complaints related to the RAD program and making recommendations to the San Francisco Housing Authority about how to decide them
- Be sure to use the Rent Board's RAD Tenant Petition/SFHA Relocation Grievance form, which is available online at <http://sfrb.org/sites/default/files/FileCenter/Documents/29611006%20RAD%20Tenant%20Petition.pdf>
- You must support your claim with sufficient documentation and other evidence
- You may request more time to gather and prepare additional material for consideration
- You can mail, fax, or deliver documents in person to the Rent Board at:

SF Rent Board  
 25 Van Ness Ave., Suite 320  
 San Francisco, CA 94102-6033  
 Phone: (415) 252-4602  
 Fax: (415) 252-4699

- The Rent Board can provide assistance to any tenant in filling a claim and provide translation services; to access these services, or for any questions about the Rent Board's relocation grievance process, tenants may call the Rent Board's phone counseling line at (415) 252-4602 or visit the Rent Board in person at 25 Van Ness Avenue, Suite 320.
- The Rent Board must conduct a hearing within 30 calendar days of receiving your claim
- The Rent Board must make a written advisory recommendation to the San Francisco Housing Authority within 10 business days of the hearing
- The San Francisco Housing Authority must make a final written determination on your claim within fifteen (15) business days of receiving the Rent Board's recommendation
- The decision must include the factual and legal basis upon which the decision rests, including any explanation and rationale
- If you disagree with SFHA's decision on your appeal, you can seek judicial review in Court