

Grievance/ Repair

2 messages

To: Wayne County Housing Authority, IL wayneha@midwest.net

Fri, Oct 16 at 9:24 PM

My water heater is still not functioning, and I remain without hot water. I reported this problem on Monday, October 12, 2026. Please promptly arrange repair or replacement and provide a definite appointment with appropriate advance notification.

This email also presents my formal grievance concerning your October 13 letter, management's entry into my home without advance notification, the omission of grievance-rights notice, and the decision to condition water-heater repairs on housekeeping demands. I invoke Section 15 of my lease, management's grievance procedure, and 24 CFR Part 966.

Designation of representative

I designate [REDACTED] as my representative throughout this grievance, including informal discussions and any formal hearing. I authorize management to discuss this matter with him and provide him with related records and correspondence. Please copy him on all communications. This designation invokes **24 CFR § 966.56(b)(2)** and **Section VIII(B)** of management's grievance procedure.

The alleged lease violations and demanded actions

Your October 13 letter alleges conditions corresponding to these lease provisions:

- **Section 9(f):** Keeping the premises clean and safe.
- **Section 9(g):** Disposing of trash and waste safely and sanitarily.
- **Section 20:** The restriction on cats in family housing.

Based on those allegations, your letter demands that I provide the name, address, and telephone number of where the cat has been taken by October 16. It also directs me to remove all trash, sweep and mop all floors, pick up clothes, complete and put away laundry, and clean all dishes. It then directs me to call when the unit is clean so management can repair or replace the water heater.

I dispute the characterization of my home and challenge the scope of these directives and their use as conditions for restoring hot water. Please identify the specific facts and evidence supporting each allegation.

Continuing lack of hot water and the cleaning demands

Section 8 of my lease and **24 CFR § 966.4(e)(3), (5), and (7)** address management's obligations to make necessary repairs, maintain plumbing and supplied equipment, and supply reasonable amounts of hot water, subject to the stated exceptions.

The non-functioning water heater is the reason dishes accumulated in my sink and laundry accumulated on my loveseat. My hand cast and walking boot further limit my ability to manage these tasks. Your letter conditions restoration of hot water on completing the very household tasks that the lack of hot water has impeded.

This is a circular and unreasonable demand: management is using the consequences of an unresolved maintenance problem as grounds to delay correcting that problem. Please explain how completing all dishes and laundry is necessary to access or repair the water heater.

Please promptly restore hot water. If a specific obstruction prevents safe access or repair, identify that obstruction in

writing and explain exactly what clearance is necessary. I will work through my representative to arrange necessary access while accounting for my physical limitations. Please also identify any interim arrangements available while the water heater remains out of service.

Entry without advance notification

On Monday, October 12, I reported the broken water heater. You told me it was not an emergency and instructed me to call Tuesday morning for a work order. Before I could call back, maintenance entered my home while I was asleep in bed. I received no advance notification.

Section 12(a) of my lease requires reasonable advance notification and specifies that written notice stating the purpose of entry, delivered at least two days beforehand, constitutes reasonable notification. **Section 12(b)** permits entry without advance notification when there is reasonable cause to believe an emergency exists. The corresponding federal entry requirements appear in **24 CFR § 966.4(j)**.

I grieve management's failure to provide the required advance notification. Reporting the problem after being instructed to call back did not authorize an unannounced entry while I slept.

Please identify who authorized the entry, when authorization occurred, and the justification for proceeding without notification after you had told me the problem was not an emergency. Please provide the work order, dispatch and entry records, and related communications.

Failure to notify me of grievance rights

Your letter communicates adverse directives affecting my lease duties and access to repairs, but does not notify me of my right to request a grievance hearing.

24 CFR § 966.4(e)(8)(i)–(ii) requires management to identify the specific grounds for proposed adverse action and, when a grievance hearing is available, inform the tenant of the right to request it. For proposed adverse action other than lease termination, **§ 966.4(e)(8)(ii)(B)** restricts implementation until the request period expires and any timely requested grievance process is completed.

I grieve the omitted notice and raise the resulting impairment of my opportunity to challenge these directives as a civil-rights and procedural-due-process concern. Please confirm that this grievance is timely and that management will observe the applicable restrictions on enforcement. Restoring hot water should proceed promptly while the grievance is addressed.

Prior notice of my injuries and reasonable accommodation

On September 5, I emailed the central office explaining that I had suffered an accident, had only just started walking again, and was seeking someone to mow my yard because of my condition. I subsequently visited the office wearing a conspicuous pink hand cast extending beyond my fingertips and a walking boot on my foot.

Management had prior notice of my injuries and physical limitations. My September statement that I did not need temporary assistance items installed addressed that particular assistance; it did not waive my right to request other accommodations.

I now expressly request an individualized assessment and **reasonable accommodation**, including additional time to address any substantiated housekeeping concerns and workable arrangements for necessary maintenance access.

Please evaluate this request under **24 CFR §§ 966.7 and 8.33**, together with applicable fair-housing requirements.

Civil-rights referral and independent review

Section III of management's grievance procedure states that grievances involving discrimination, harassment, or disability rights will be referred to the **Civil Rights Administrator or Director of Operations**.

This grievance raises disability-rights issues and challenges the denial of required procedural protections. Because you also serve as Director of Operations and your own actions and decisions are being challenged, please identify any separate Civil Rights Administrator and refer this matter to that official. If no separate official exists, I request that the Board arrange appropriate independent review and explain that arrangement in writing.

I request agreement to proceed directly to a formal grievance hearing. If management requires the informal stage, please

promptly arrange it with my representative and an appropriate official other than you. This request does not withdraw my grievance or waive any procedural, hearing, or substantive rights.

Any formal hearing must comply with **24 CFR § 966.53(e)**: the hearing officer must be impartial, must not have made or approved the challenged decisions, and must not be subordinate to the person who did.

Immediate request for the procedure and supporting records

Please provide:

1. **The complete grievance procedure I am expected to follow**, identifying its version and effective date, as required by **24 CFR § 966.52(d)**.
2. **The applicable versions and amendments**, together with Board resolutions, **adoption records, meeting minutes**, and effective dates documenting their approval.
3. **Records of tenant notice and opportunity to comment** concerning applicable changes under **24 CFR § 966.52(c)**.
4. **All records directly relevant to this grievance**, including photographs, inspection notes, work orders, dispatch and entry records, related communications, and evidence supporting the October 13 allegations and repair conditions.

Section VIII(A) of management's procedure and **24 CFR § 966.56(b)(1)** protect my opportunity to examine and copy documents directly relevant to the formal hearing. Please preserve these materials and provide electronic copies to my representative.

Please acknowledge receipt, identify the official handling this grievance, and provide the applicable procedural deadlines. If an informal discussion occurs, please provide the written summary and instructions for obtaining a formal hearing required by **Section III and 24 CFR § 966.54**.

My water heater remains non-functioning. Please respond promptly with a definite repair appointment and a plan to restore hot water.

[Redacted signature]

To: [Redacted email address]

[Quoted text hidden]

Sat, Oct 17 at 10:14 PM