



500 Plum Street, Suite 320, Syracuse, NY 13204
 315.451.2423 • solutions@pmcsinc.com • www.pmcsinc.com

Grievance Policy

Order Form

Does your property have a clear, written policy for grievances? Is it HUD compliant? Are you familiar with the mandatory requirements for elderly and/or disabled properties?

Why spend time and energy researching the rules and developing the appropriate policy when PMCS can do the work for you? During a pre-scheduled phone consultation, a PMCS consultant will walk you through our HUD compliant Grievance Policy and customize it to fit your property's needs, your owner's rights, and HUD's requirements for your program/subsidy type.

Our services are performed by AHM/COS/TaCCS certified staff, which includes leading industry trainers, all of whom have thorough knowledge of the affordable housing industry and the various affordable housing programs.

Contact Information

SEND TO:

| | |
|--------------------------------|--------------|
| <i>First/Last Name</i> | <i>Title</i> |
| <i>Phone</i> | <i>Email</i> |
| <i>Management Company Name</i> | |

Information to Appear on Grievance Policy

| | |
|--------------------------------|------------------------------|
| <i>Property Name</i> | <i>Contract or Project #</i> |
| <i>Property Street Address</i> | |
| <i>City/State/Zip Code</i> | <i>Property Phone</i> |

| Product | QTY | Price | Subtotal | Payment Method |
|--|-----|-----------------|----------|---|
| Grievance Policy | | \$175.00 | | <input type="checkbox"/> Check: Mail your check and completed order form to: PMCS Inc. 500 Plum Street, Suite 320 Syracuse, NY 13204 Please reference: " <u>Property Name – Grievance Policy</u> " on memo line of check <input type="checkbox"/> PayPal: Email your completed order form to: solutions@pmcsinc.com An invoice containing PayPal payment link will be emailed to you to pay by credit card. No PayPal account needed. |
| Rush Order Fee: <i>Priority scheduling within 5 business days contingent upon client response time.</i> | | \$35.00 | | |
| Total Enclosed: | | | | |
| Questions? Please call us at: 800-245-PMCS (7627) x 1517 | | | | |

NOTE: We perform our services using our extensive industry knowledge, contacts, and experience acquired over the more than 30 years we have served the Affordable Housing Industry. The services detailed in our contract do not in any way imply or guarantee that your Contract Administrator and/or HUD will not have questions, 'findings', or 'observations' in your Management & Occupancy Review Report. Due to inconsistencies and policy directives from HUD that are unclear or appear contradictory and the resulting myriad interpretations that exist within the Affordable Housing Industry, the variability in citations/comments is beyond anyone's control. Prices subject to change without notice.

For Office Use Only:

| | | | | | |
|----------|-------|-----------|-------------|-------|----------|
| Sent By: | Date: | Rec'd By: | Rec'd Date: | DASS: | Tasks: |
| CK/PP#: | | | Amount: | | Docview: |