

BREMERTON HOUSING AUTHORITY

PROCESSING COMPLAINTS FOR PROPERTIES MANAGED BY CASCADE MANAGEMENT INC.

Bremerton Housing Authority (BHA) contracts out management of all its residential properties to third party property management companies. All properties except one are currently managed by Cascade Management Inc. out of Portland, Oregon. Cascade was selected from a competitive procurement process in 2014.

Cascade Management is required to abide by the policies adopted by the BHA Board of Commissioners for management of the public housing units (Admissions and Continued Occupancy Policy) and Section 8 units (Administrative Plan) in addition to the Washington State Landlord Tenant Law and other applicable funder or compliance agency regulations.

BHA's Housing Department manages the waitlists for the properties. All other tasks including complaints and grievances are handled by Cascade Management. BHA is not involved in the day-to-day operations of its residential properties.

If BHA receives a complaint, it is handled as follows:

- If a telephone call is received by the reception desk during business hours, the caller is given Cascade's Complaint Hotline number to call to file a complaint. **Cascade's Complaint Hotline number (888)307-1321 (toll-free); (971) 224-1471 in Portland and via email at CustomerRelations@cascade-management.com.**
- If a written complaint is received, it is given to BHA's Asset Manager who forwards it to the Cascade Portfolio Manager as well as Cascade's Bremerton Area Manager to address.
- If a complaint is received through the BHA voice mail system, it is forwarded to the Cascade Portfolio Manager and Cascade Bremerton Area manager to address.
- If a tenant or applicant comes to BHA's office and BHA's Asset Manager is in, the Asset Manager will meet with them to explain how to file a complaint with Cascade. The Asset Manager then sends an email to the Cascade Portfolio Manager and the Cascade Bremerton Area Manager that they need to follow up with the tenant or applicant.
- If a tenant or applicant comes to BHA's office and BHA's Asset Manager is not in, the tenant or applicant is given Cascade's Complaint Hotline number to call to file a complaint.

If you have any questions regarding this policy, please contact the Asset Manager at 360-616-7104. Be advised, calling the Asset Manager is not a substitute for following Cascade Management's Grievance Procedures. **Cascade's Complaint Hotline number is (888)-307-1321 (toll-free); (971) 224-1471 in Portland and via email at CustomerRelations@cascade-management.com.** The Asset Manager cannot resolve your complaint for you but will help you notify Cascade Management.