

# Compliance Policy & Procedure

## Engagement of Housing Consultant

Roscoe Properties, Inc has engaged Alvin Sutherlin, Housing Consultant, to provide oversight of specific performance for a one-year period at project start-up. Consultant oversight will include the following tasks:

1. Assist in establishing HUD compliant accounting protocols (book of accounts);
2. Assist in preparing HUD Monthly Accounting Reports;
3. Assist in initial filing an annual audited financial Statement;
4. Guidance on reviewing and responding to any deficiencies in an initial HUD REAC Inspection Report; and
5. Guidance on reviewing and responding to any initial HUD On-Site Management and Occupancy Review (MOR) Findings.

## Compliance Policy and Procedure

Our goal is to establish a clearly defined policy and procedure for managing complaints received from residents including, but not limited to: Courtesy, Infractions of Lease Requirements, Illegal Activities, Cleanliness, Safety, Health, Improper Conduct of Resident.

A complaint will initially be submitted in writing to the Leasing Office at Property Name. This information will then be entered into a permanent log to ensure proper and timely follow up on all complaints by the property manager.

Any employee can and will be expected to receive complaints from any source. The complaint will then be forwarded to the Property Manager, who will then ensure proper follow up and that documentation take place.

The complainant, if known, will be promptly notified of the status of their complaint, if appropriate. In all cases, a final determination will be made and documented. Appropriate personnel will be involved which bring the complaint to a complete and satisfactory conclusion. Every effort will be made to allow the complainant to have a face to face or telephonic conversation at the conclusion of the investigation or the response to the complaint.

As soon as possible, the Property Manager will be designated to investigate, take action or make recommendations for action or forward to complaint to the Regional Manager. The responsibility for notification and follow up will always be carried out by the property manager except where otherwise appropriate. At the conclusion of the complaint response, the disposition of the complaint will be logged into the residents file record and on the initial complaint form. The completed investigation will be forwarded to the Regional Manager for review and approval to close the complaint.

### Forwarding a complaint to the next level for review or investigations:

Should the resident ask to take the complaint to a higher level for review the Property Manager will refer to the Regional Manager to determine the most appropriate method for investigating the complaint. The Regional Manager will follow up with a telephonic conversation or the Property Manager will give the resident who made the complaint the contact information for the corporate office where he or she can make contact with the Regional Manager.