



## Missouri Emergency Rental Arrears Program Grievance Policy

Missouri Housing Development Commission hereby notifies all beneficiaries of the Missouri Emergency Rental Arrears Program of their rights established by the following Grievance Policy:

Landlord (applicant) Tenant (participant) may contest any decision that denies (for any reason) or limits eligibility of participant/applicant in writing within 30 days of eligibility determination to Tina Beer, Director of Operations at [tbeer@mhdc.com](mailto:tbeer@mhdc.com)

Any Landlord (applicant) or Tenant (participant) has the right to present written objections to a person other than the person (or subordinate of that person) who made or approved the approval decision.

MHDC will inform the applicant/participant in writing of the final determination and basis for the decision within ten days of the determination.

I certify that I have read and understand the Emergency Rental Arrears Program Grievance Policy.