



**M E M O**

To: \_\_\_\_\_

From: \_\_\_\_\_

Re: Verbal Complaint Received: \_\_\_\_\_

Date

Date: \_\_\_\_\_

The Northern Circle Staff has received a complaint regarding a lease violation that you felt should come to the attention of the housing authority.

Because of the volume and nature of verbal complaints we must request that you document your complaint and submit it to Northern Circle. All residents are asked to complete a Resident Complaint Form so that we can assist in resolving the problem.

Your assistance is requested to help resolve conflicts and disputes. Northern Circle offers mediation services as an alternative to confrontation and fighting. The mediation services may be provided by a professional mediator and are available to any residents who find themselves involved in a dispute. If you would like more information about mediation please contact \_\_\_\_\_ at (800) 521-3191.

HOC Staff

We realize that most complaints are minor and simply require a reminder of the rules and regulations for your community. However some disputes can be very serious and potentially dangerous.

Some lease violations warrant a **termination of lease** action that could result in **Eviction**. In the event that NCIHA determines that eviction proceedings will be initiated you may be contacted to be a witness in the proceedings. While eviction is always the last resort to correct lease violations it is ultimately NCIHA's only enforcement for community rules. Please be aware that NCIHA does ask residents to testify in a court of law should eviction proceedings be necessary.

**A completed "Resident Complaint Form" must be returned to NCIHA in order to further process this complaint**