



Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**

Charles D. Baker, Governor ♦ Karyn E. Polito, Lieutenant Governor ♦ Jennifer D. Maddox, Undersecretary

Public Housing Notice 2022-07

TO: All Local Housing Authorities

FROM: Ben Stone, Director, Division of Public Housing

RE: Local Housing Authority Requirements to Post Key Information and Grievance Rights

DATE: April 7, 2022

The General Administration of Local Housing Authorities, [760 CMR 4.00](#), regulation requires a Local Housing Authority (LHA) to administer its operations in a fair and consistent manner. An effective way to do this is to ensure information is accessible to the public, including applicants and tenants. This Public Housing Notice reminds housing authorities to provide key information about the housing authority via their website and posting in common areas. In addition, the notice affirms that the Grievance Procedure should be included in posted materials.

[760 CMR 4.02 “General Requirements”](#) outlines the need for an LHA to create and maintain a website or web page to inform the public, as well as posting information in its central office and on the wall of a community room or other prominent locations in individual developments. If there is a community room at a development, information should be posted there; if there is no community room, please consider other central locations, such as a common hallway or laundry room, to post information. Key information to be provided includes, but is not limited to, the following:

- LHA office hours;
- the name and means of contact for the LHA's Executive Director, names of all LHA Board members and senior staff;
- information for tenants on how to report maintenance problems;
- copies of the LHA's Annual Plan;
- copies of the LHA's Grievance Procedure, including information on how to initiate a grievance, and the names of the Grievance Procedure hearing officer(s);
- notice of the right to file a complaint with the Massachusetts Commission Against Discrimination (MCAD); and
- other materials the LHA decides is appropriate.

In an effort to regularly inform tenants of their rights to grieve and the necessary steps to take to initiate a grievance, in addition to posting copies of the Grievance Procedure, DHCD encourages the use of the Rent Adjustment Notice template (Attachment #1) and that LHAs provide it to tenants at every rent determination. The Rent Adjustment Notice template includes information on tenant grievance rights related to rent determination and can serve as an annual reminder to tenants.

If you have any questions regarding posting key information or your housing authority's Grievance Procedure, please contact your Housing Management Specialist.