

## **CONFLICT RESOLUTION POLICY**

### **I. Background**

- A. The Housing Authorities of the City of Washburn and the County of Bayfield are committed to providing quality, safe, and affordable housing to eligible families.
- B. In the past, Board members have been contacted and harassed at work resulting in the resignation of a Board member. Therefore, for consistency and equitable treatment, it is important that all staff and Board members are responding to tenants in the same manner.
- C. This is not the PHA's grievance procedure. The grievance procedure is a document separate from this policy.

### **II. Purpose**

- A. To streamline the process for handling concerns and to ensure tenants' rights to the quiet enjoyment of the leased premises and related project areas.
- B. Anonymous, email, phone, and/or verbal in-person reports will no longer be accepted.

### **III. Conflict Resolution Form**

- A. All Conflict Resolution Forms must be signed and dated.
- B. Anonymous, email, phone, and/or verbal in-person reports will no longer be accepted.
- C. Conflict Resolution Forms are not to be used for emergencies.
- D. Conflict Resolution Forms should be used when a tenant has a concern regarding possible policy violations, another tenant, or Housing Authority staff.
- E. Conflict Resolution Forms can be found near mailboxes at each property or on the Housing Authority website.
- F. Conflict Resolution Forms should be submitted to the Housing Authority office.

### **IV. Redirection of Concerns**

- A. Response to Tenants' Through Phone or Verbal Communication
  1. "Thank you for your phone call. We have a new process for voicing concerns. All concerns must be received in writing via a Conflict Resolution Form, which can be found:
    - Near mailboxes at each property
    - On our website at: <https://bayfieldcountyhousing.org/> under Forms.Once we receive the form, we will verify the information and process according to Housing Authority policies. Thank you and have a great day."
- B. Response to Tenants' Through Email Correspondence
  1. "Thank you for your email. We have a new process for items of concern. All concerns must be received in writing via a Conflict Resolution Form, which is attached and can also be found:
    - Near mailboxes at each property
    - On our website at: <https://bayfieldcountyhousing.org/> under Forms.Once we receive the form, we will verify the information and process according to Housing Authority policies. Thank you and have a great day."

**V. Processing Receipt of Conflict Resolution Form**

**A. Receipt Addressed to Housing Authority**

1. All forms will be opened
2. Date stamped
3. Filed in Conflict Resolution folder until review
4. Conflict Resolution Forms will be reviewed & processed weekly (Wednesdays)

**B. Receipt Addressed to Board of Commissioners**

1. All forms will be opened
2. Date stamped
3. Office staff gathers supporting policy documentation for Board Chair review.
4. Notify Board Chairs or Vice-Chairs through phone or email that a conflict resolution form has arrived and schedule a time to review.
5. Board Chairs or Vice-Chairs review and communicate how they want to move forward with the conflict resolution.
6. Housing Authority staff processes according to Board direction.