

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 policy 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 policy 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.