



Corde Terra Senior Apartments

Grievance Policy

FPI Management, Inc., the Managing Agent, and the Owner, want this community to be a pleasant place to live for all residents. If an applicant or resident feels any representative of management has acted in a discriminatory manner, please follow these steps:

FIRST CONTACT: Community Director
Nga Duong, Community Director
Corde Terra Senior
2600 Corde Terra Cir, San Jose, California 95111
cordeterra.cd@fpimgt.com | 408-298-9988

SECOND CONTACT: If issue is unresolved after fourteen days, raise the issue with the property management company Regional Manager.
Angie Monges, Regional Portfolio Manager
FPI Management, Inc.
800 Iron Point Road, Folsom, CA 95630
Angie.monges@fpimgt.com | 916-850-4222

THIRD CONTACT: If you are unsatisfied with the Regional Manager's resolution of the issue, or the issue remains unresolved after five business days, Regional Manager will refer you to the Senior Director.
Curtis Tumbaga, Director
FPI Management, Inc.
800 Iron Point Road, Folsom, California 95630
curtis.tumbaga@fpimgt.com | 916-850-4457

FOURTH CONTACT: If the Director's/Vice President's resolution of the issue is unsatisfactory or the issue remains unresolved after five business days, the Director/Vice President will refer you to the Housing Authority, Senior Asset Manager.

DISABILITY DISCRIMINATION: If you feel you were discriminated based on a disability, you may contact Gary Haugstad, 504 Coordinator directly at 916-357-5312.

If all of the above fail to resolve the issue, contact the Office of Fair Housing and Equal Opportunity of the Department of Housing and Urban Development at (800) 347-3739.

If you have a disability and need to file a reasonable accommodation request to file this complaint, please contact (408) 975-4623 or TDD: (408) 993-3041

We value you as residents and thank you for your cooperation.



Reasonable Accommodation Grievance Procedure

Initial Appeal: If you are unsatisfied with a decision regarding a reasonable accommodation request, file a grievance with the local 504 Coordinator.

Name, Title

Property Name (Site)

Address

Email | Phone

Second Appeal: If you are unsatisfied with the local 504 coordinator's resolution of your grievance or the issue remains unresolved after five days, request to speak with HACSC's 504 coordinator.

If all of the above fail to resolve the issue, contact the Office of Fair Housing and Equal Opportunity of the Department of Housing and Urban Development at (800) 347-3739.