



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:

Raise issue with site manager.
Ksenia Asatryan, Community Manager
Rivertown Apartments
1340 Hope Drive, San Jose Ca.
rivertown.cd@fpimgt.com | (408) 567-9244 | TDD#711

SECOND CONTACT:

If issue is unresolved after fourteen days, raise the issue with the property management company Regional Manager.
Sandra Alcoba-Matos, Regional Portfolio Manager
FPI Management Inc.
800 Iron Point Road, Folsom, California 95630
Sandra.alcoba-matos@fpimgt.com | (916) 850-4239

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 Director or Vice President.
Regina Leachman, Director
FPI Management Inc.
800 Iron Point Road, Folsom, California 95630
regina.leachman@fpimgt.com | (916) 357-5300 ext. 616

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, 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) 429-0599 or TDD: 711.

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.

Gary Haugstad, 504 Coordinator

FPI Management Inc.

800 Iron Point Road, Folsom, California 95630

Gary.haugstad@fpimgt.com | (916)357-5312

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 SCCHA'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.