



Inglis Housing Corporation

Ability &
Independence.
Redefined.
inglis.org



2600 Belmont Avenue
Philadelphia, PA 19131
p: 215.581.0712
f: 215.878.5158
tdd/tty: 215.878.5337

Inglis Housing Corporation

Resident Grievance Procedure

In the event you have a concern regarding any policy, procedure or practice or wish to lodge a formal complaint with the management of your community please follow the following steps:

- **Contact** your **Property Manager** in writing or by phone. The Property Manager is to respond to you within three (3) business days of your initial contact. If the Property Manager fails to respond or has failed to satisfy your concern within three (3) business days advance to the step below
- **Contact** the **Central Office Coordinator** of Inglis Housing Corporation by phone at **215-581-0712**, email at housing@inglis.org, or by mail at the address below:

Inglis Housing Corporation
2566 Belmont Avenue
Philadelphia, PA 19131

The Central Office Coordinator is to respond to you within five (5) business days of your initial contact. If the Central Office Coordinator fails to respond or has failed to satisfy your concern within five (5) business days advance to the step below:

- **Contact** the **Operations Manager** of Inglis Housing Corporation at **267-624-5130** or the address noted above. The OM is to respond to you in seven (7) business days after your initial contact. If the OM fails to respond or has failed to satisfy your concern within seven (7) business days advance to the step below:
- **Contact** the **Executive Director (ED)** of Inglis Housing Corporation at **215-581-0676** or the address noted above. The EDPM is to respond to you in ten (10) business days after your initial contact. If the EDPM fails to respond or has failed to satisfy your concern within ten (10) business days advance to the step below:
- **Contact** the local office of the **Department of Housing & Urban Development (HUD)** and ask for the Project Manager of the community you live in. The local Philadelphia HUD office address and phone number is:

The Strawbridge Building
801 Market St, 12th floor
Philadelphia, PA 19107
215-656-0500

Or by e-mail at:

PA_Webmanager@hud.gov