GRIEVANCE PROCEDURES

You should always contact the on-site staff first regarding any questions or concerns that you may have. Situations may occur wherein immediate solutions may not be available and/or not understood or agreeable to you. Be assured that it is always our goal to meet each resident’s needs and make their apartment home as comfortable as possible. However, understanding that situations may occur that our on-site employees may not be able to resolve, you may write the management agent’s office at the following address:

THE HOUSING AUTHORITY OF THE CITY OF AURORA
2280 S XANADU WAY
AURORA, CO 80014

ATTENTION:  DOREEN PADILLA
COMPLIANCE MANAGER

If the situation remains unresolved after your contact with the Compliance Manager, you may contact her supervisor, in writing, at the following address:

THE HOUSING AUTHORITY OF THE CITY OF AURORA
2280 S XANADU WAY
AURORA, CO 80014

ATTENTION:  CYNTHIA GONZALES
DIRECTOR OF PROPERTY MANAGEMENT

IF YOU STILL REQUIRE FURTHER INFORMATION, YOU MAY CONTACT THE LOCAL UNITED STATES DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT OFFICE (HUD) LISTED BELOW:

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
FIRST INTERSTATE TOWER NORTH
633 17TH STREET
DENVER, CO. 80202-5437