



CARES Housing Voucher Program

P.O. Box 1603
Burlington, VT 05402
Ph. (802) 660-3455 Email: cares.hvp@cvoeo.org

CVOEO GRIEVANCE AND APPEAL PROCESS

Decision Review

If you disagree with a decision made on your application, you may ask for a Program Director Review. The Program Director Review, or his or her designee, will review the decision to deny or terminate your assistance. *Requests for review must be submitted within 15 days of the date of the denial or involuntary termination notice.* You must send your request for review to the CVOEO Rental Subsidy Program, Attn: Director for Review, PO Box.1603 Burlington VT 05402.

If already participating in the program, your eligibility for rental assistance will not be reduced or terminated while the review is pending.

If you disagree with the review decision, you may request an appeal to the CVOEO Executive Director. **You do have to ask for a review before requesting an appeal.**

Appeal

If you disagree with a review decision, you may ask for an appeal. The CVOEO Executive Director or his or her designee will review the facts of your case and decide whether the decision should be upheld or reversed.

Do You Need Free Legal Help?

You may be able to get free legal help from Vermont Legal Aid. Call Vermont Legal Aid at 1-800-889-2047.

Americans with Disabilities Act

If you think you might have a physical or mental condition that considerably limits a major life activity, like moving, seeing, hearing, or thinking, let us know. The Americans with Disabilities Act gives individuals with disabilities certain rights. We will make reasonable changes and accommodations in our requirements to help you take part in our programs. Tell your worker if you think there is something that you need.

Do You Have Questions?

If you have any questions, or want more information, please speak to your housing service provider.