



## Informal Hearings

If you believe that Housing Connect did not follow its policies or HUD regulations/rules in making a decision, you may ask for an informal hearing. You must make the request within 10 days of Housing Connect providing its explanation. Requests must be made in writing.

## How Hearings Work

An impartial hearing officer presides over your informal hearing. The officer schedules the hearing 7 to 15 days after Housing Connect receives your request. Before the hearing, you have the chance to look at any relevant Housing Connect documents at our office. This includes records and regulations. You may copy any of these documents at your cost. Documents not available before the hearing cannot be used by Housing Connect at the hearing. You must also give Housing Connect a chance to look at any relevant documents related to you. This must also take place at our office. You must let Housing Connect copy any of these documents at its cost. Documents not available before the hearing cannot be used by you at the hearing.

Any person — including a lawyer — may represent you, at your cost.

You and Housing Connect must appear at the scheduled hearing. If either does not, the hearing officer will decide that the absent party has given up the right to a hearing. There will be a 15 minute grace period after the scheduled start time of your hearing before the decision is made.

The hearing officers alone regulate the process. If you, or anyone associated with you, does not follow instructions, the officer may bar the person from the hearing. They may also rule against you and in favor of Housing Connect.

You and Housing Connect may present evidence and question witnesses. Evidence may be shown orally or in writing, but must be relevant to the hearing. The hearing officer has the sole right to decide which evidence may be included. Because hearings are informal, evidence rules used in judicial proceedings do not apply.

## After the Hearing

The officer will consider all evidence shown at the hearing. He or she will notify you of the decision in writing within 10 business days of the hearing. The notice will include a short statement of the officer's reasons including all policies

