



# Resident Feedback Form

Community Roots Housing is committed to providing a high-level of service to residents. The Site Manager at your building is your first point of contact to address your concerns, inquiries, or matters that require immediate attention. If your concern has not been addressed, to meet our commitment, Community Roots Housing has implemented an online Resident Feedback Form to address residents' concerns, feedback, or inquires.

Visit [communityrootshousing.org/current-residents/resident-feedback/](https://communityrootshousing.org/current-residents/resident-feedback/) to submit your feedback.

If you are unable to complete the online form and if this is not an emergency or doesn't require immediate attention, please complete this form for follow-up.

**Community Roots Housing will respond to your submission within 5 days of receipt.**

Please fill out this form and submit via

**Mail to:** Community Roots Housing  
1620 12<sup>th</sup> Avenue, Suite 205  
Seattle, WA 98122

**In Person:** Drop off in the Rent box at your building.

For **maintenance emergencies**, please call Community Roots Housing at 206-204-8777. If you have a safety or security concern, please call the Seattle Police Department at 911.

Please note that Federal Fair Housing Laws prohibit us from discussing resident issues with anyone other than the lease signer(s).

According to Landlord Tenant Law, the following are the required response time to maintenance issues:

1. Loss of heat, hot/cold water, electricity or is hazardous — 24 hours to respond
2. Loss of use of refrigerator, oven, dishwasher, or other fixture provided by Landlord — 72 hours to respond
3. All other maintenance items — within 10 days

Community Roots Housing welcomes qualified residents without regard to race, color, religion, creed, ancestry, political ideology, sex, marital status, age parental status, national origin, sexual orientation, gender identity, disability, Section 8 housing subsidy, or use of a service animal. CRH provides reasonable accommodations to persons with disabilities. If you need this document in an alternate format, please speak with a CRH staff person.



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If you would like to remain anonymous, please note that Community Roots Housing will not be able to respond or provide updates to you directly. Please provide as much detail as possible so we can resolve your concern.

*Name:	*Date:
*Email:	Phone:
*Building Name and Unit Number:	
Please Indicate the Category of your Submission: <input type="checkbox"/> Incident Report <input type="checkbox"/> Grievance <input type="checkbox"/> Inquiry <input type="checkbox"/> Appreciation/Recognition <input type="checkbox"/> Other	

\*Required Fields

**\*Please describe in detail:**

**Please describe how you would like this to be resolved, if applicable:**

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