

HOUSING AUTHORITY OF THE CITY OF SEATTLE
MANUAL OF OPERATIONS

SUBJECT: Reimbursing Resident's Personal Property

PURPOSE: To provide policies and procedures by which resident whose property is lost or damaged as a result of SHA actions may be reimbursed.

POLICY: Loss or damage to property of a resident will be reimbursed after satisfactory proof of Seattle Housing Authority's responsibility and a request filed by the resident.

SCOPE: This policy applies to all SHA Departments and employees.

RESPONSIBILITY:

Adherence to this policy is the responsibility of all employees who interact on a regular basis with residents and their property.

PROCEDURE:

1. Evidence of a loss will ordinarily be presented to the manager by the resident. After verifying that a loss exists which was caused by equipment failure or the negligence of SHA, the manager will establish a reasonable estimate of the loss (i.e., cost of cleaning, initial purchase price less depreciation, or amount resident is willing to accept). Once it is reasonable to assume that SHA is in error, management is to take every reasonable step to assure that the resident's basic needs are met and the problem is resolved quickly and fairly.
2. Manager will submit to the Area Administrator a memo stating all pertinent data:
 - a. Name and address of resident.
 - b. Description of loss.
 - c. Cause of loss as being an SHA responsibility.
 - 1) Names of staff involved.
 - 2) Was it due to failure of SHA equipment or staff negligence?
 3. Was there contributory negligence?

- d. Statement that resident request reimbursement.
 - e. Establish reasonableness of the request.
 - f. Manager's recommendation.
3. Area Administrator will reject, request more information, or recommend approval of the manager's recommendation and forward the memo to the Director of Housing Management with the recommended corrective action.
 4. If approved, the Director of Housing Management will so indicate and forward to the Director of Finance for payment.
 5. Director of Finance shall issue a check payable to the resident and/or a vendor(s) who provided goods or services for the resident. The manager will deliver the check.
 6. In cases where reimbursement exceeds \$250.00, the Director of Finance shall prepare a release to be signed by the resident stating full satisfaction, which will be sent to the manager. If the check amount is \$250.00 or less and payable directly to the resident, a release may constitute a release from SHA's future liability in settling the claim agreed upon on _____(date)."