

EFFECTIVE COMMUNICATION POLICY

POLICY STATEMENT

Goldmark Property Management, Inc. ("Goldmark") is dedicated to ensuring that the policies and procedures at its housing developments do not discriminate against individuals with disabilities, on the basis of disability, and otherwise receive an equal opportunity to participate in, or benefit from, its housing developments, and the programs, services and activities offered at these developments. It is the policy of Goldmark to ensure that communications with applicants, residents, employees, and members of the public with disabilities are as effective as communications with others. Therefore, Goldmark requires that all third-party or other agencies involved with its housing developments create and establish policies and procedures approved by Goldmark.

Goldmark, including its employees, and agents shall furnish appropriate auxiliary aids and services, where necessary, to afford individuals with disabilities, including individuals with hearing or visual disabilities, an equal opportunity to participate in, and enjoy the benefits of, its programs, services and activities.

AUXILIARY AIDS AND SERVICES

"Auxiliary Aids and Services" include, but are not limited to:

- (1) Qualified sign language interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making aurally materials available to individuals with hearing impairments; and
- (2) Qualified readers, taped texts, audio recordings, brailled materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

REQUEST FOR EFFECTIVE COMMUNICATION

When an Auxiliary Aid or Service is required to ensure effective communication, Goldmark will provide an individual with a disability the required Auxiliary Aid or Service of his or her choice. Goldmark will give primary consideration to the choice expressed by the individual with a disability. "Primary consideration" means that Goldmark will honor the choice, unless it can show that another equally effective means of communication is available; or that use of the means chosen would result in a fundamental alteration in the nature of its service, program, or activity, or in an undue financial and administrative burden. If an action would result in such an alteration or such burdens, Goldmark shall take any other action that would not result in such an alteration or such burdens, but would nevertheless

ensure that, to the maximum extent possible, the individuals with disabilities receive an equal opportunity to participate in the programs, services and activities.

The individual will submit his/her request for Auxiliary Aids or Services to the appropriate Goldmark official designated below. Requests for Auxiliary Aids or Services may be requested in writing, verbally, or in any other equally effective means of communication. All requests will be reduced to writing by Goldmark and date and time-stamped upon receipt.

Within 48 hours of receipt of the individual's request, the designated Goldmark official will consult with the individual with the disability when the preferred type of Auxiliary Aid or Service is not available or not required, and the official is attempting to ascertain whether an alternative means of communication will ensure effective communication.

Requests for Effective Communication will be directed to the following:

Resident Requests: Resident requests for Auxiliary Aids or Services should be made to the Goldmark on-site staff office verbally, or in writing at:

Email: _____
Phone: _____
Fax: _____
TTY: 800-366-6888 or 711

Applicant Requests: Applicants requests for Auxiliary Aids or Services should be made to the Goldmark on-site staff office verbally, or in writing at:

Address: _____

Attn: _____
Phone: _____
Fax: _____
TTY: 800-366-6888 or 711

Other Requests: Requests from members of the public who wish to participate in programs, services and/or activities of Goldmark shall submit their request(s) for Auxiliary Aids and Services to Goldmark's office at:

Address: PO Box 3024, Fargo, ND 58103
Fargo, ND 58103
Attn: Compliance Team
Phone: 701-235-2920
Fax: 701-239-5837
TTY: 800-366-6888 or 711

Goldmark's Compliance Team will maintain copies of all requests for effective communication, responses, including final disposition.

GRIEVANCE PROCEDURES

If the requesting individual with a disability is not satisfied with Goldmark's response to the individual's request(s) for an Auxiliary Aid or Service, the individual may file a formal grievance, including appropriate supporting documentation, if any, with the Goldmark on-site staff office listed below.

The grievance may be communicated by a person with a disability in writing, verbally, or by any other equally effective means of communication. All oral grievances will be reduced to writing by Goldmark. In addition, Goldmark shall provide assistance to any individual who requests assistance in filing a grievance, including assistance in reducing the individual's grievance to writing. All grievances shall be date and time stamped.

Within five (5) business days of receipt, Goldmark will respond to the individual's grievance.

Goldmark will provide his/her formal decision, in writing, within ten (10) business days after receipt of the grievance. If the individual is dissatisfied with Goldmark's determination, the individual may pursue remedies under Goldmark's Grievance Procedures.

In accordance with the requirements of Section 504 of the Rehabilitation Act of 1973, Goldmark, its employees and agents, and its affiliates does not discriminate on the basis of disability in admission or access to, or treatment or employment in its federally assisted programs and activities.

Goldmark Property Management, Inc.

Compliance Team

PO Box 3024, Fargo, ND 58103

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