

Quonset Development Corporation

Procedure For Dealing with Tenant/Resident Matters

The purpose of this outline is to set forth a procedure to address Tenant/Resident matters that are not resolved at the appropriate staff level. The operating procedure is as follows:

1. Step One. The Tenant/Resident will meet with the Director Planning and Development, as appropriate.
2. Step Two. If the matter is not resolved within one week in Step One, the matter may be brought to the Managing Director by the staff member and/or the Tenant/Resident.
3. Step Three. If the matter is not resolved within two weeks in Step Two, the matter may be referred by the Managing Director and/or the Tenant/Resident to the Quonset Development Board Chair (Secretary of the Executive Office of Commerce for Rhode Island).
4. Step Four. If the matter is not resolved within two weeks in Step Three, the Chair and/or Tenant/Resident may request that the matter be referred for action to a QDC Board Committee which will consist of three (3) Board Members. Within thirty (30) days of a matter being referred to the Board Committee, the Committee will meet to consider the matter. At the discretion of the Committee within two weeks of its meeting, the matter may be placed on the Board agenda for the next Board meeting. The Committee will report to the Board its findings with respect to matters brought before the Committee. Following the report, the Board at its discretion may place the matter on the agenda for the next Board meeting.

It is anticipated that in the event a Board Member is contacted directly by a Tenant/Resident, the Board Member will contact the Managing Director to determine where the matter is in the review process. The Board Member may want to respond to the Tenant/Resident to confirm that the Tenant/Resident is aware of the procedure for review of Tenant/Resident matters and all efforts will be made to expedite the procedure.

Dated: November 4, 2022