

AMENDMENTS TO LB1114

(Amendments to Standing Committee amendments, AM2360)

Introduced by McKinney, 11.

1 1. Strike sections 86, 87, and 88 and insert the following new
2 section:

3 **Sec. 86.** Section 71-15,169, Revised Statutes Cumulative Supplement,
4 2024, is amended to read:

5 71-15,169 (1) A housing agency for a city of the metropolitan class
6 shall establish a complaint process. Any resident of an agency property
7 may file a complaint by any of the following means:

8 (a) A complaint form filled out online on the housing agency's
9 website;

10 (b) A telephone call made to a housing agency; or

11 (c) A complaint form filled out in person. Such complaint form shall
12 be made available at designated offices.

13 (2) The complaint form, whether completed by the complainant online,
14 in-person, or by a housing agency employee answering a telephone call
15 complaint, shall include the following information:

16 (a) The name of the complainant;

17 (b) Contact information including the telephone number, email
18 address, and mailing address of the complainant;

19 (c) The nature of the complaint, including, but not limited to,
20 whether a maintenance issue, a discrimination claim, or a rent dispute;
21 and

22 (d) Relevant dates.

23 (3) Notice of the right to file a complaint up until the time of an
24 eviction shall be included on both the online and printed complaint form.

25 (4) The complainant may provide any supporting documentation with
26 the complaint, including, but not limited to, photographs or digital

1 images, receipts, and correspondence.

2 (5) Upon receipt of the complaint, the agency shall send an
3 acknowledgment to the complainant by email or regular first-class mail
4 within five business days. Each complaint shall be assigned a unique case
5 number for tracking purposes.

6 (6) The agency shall conduct a thorough investigation of the
7 complaint, including, but not limited to, interviewing relevant parties,
8 inspecting property and relevant documents, and reviewing applicable laws
9 and regulations.

10 (7) The housing authority shall resolve the complaint within
11 fourteen days after receipt of the complaint. If additional time is
12 required, the complainant shall be notified and provided with an updated
13 timeline. Throughout the investigation, the agency shall provide the
14 complainant with regular updates on the status of the complaint by email,
15 telephone, or regular first-class mail.

16 (8) The agency shall notify the complainant of the resolution of the
17 complaint in writing within five business days after such resolution. The
18 notice shall include (a) a summary of the investigation findings, (b) the
19 action taken to address the complaint, (c) any remedies or compensation
20 provided, (d) information on how to file a complaint with the political
21 subdivision responsible for code enforcement, if applicable, and (e)
22 information about the city's complaint process if the complainant is not
23 satisfied with the resolution of the complaint.

24 (9) A complainant who is dissatisfied with the resolution of his or
25 her complaint may bring an action against the agency under the terms of
26 his or her lease agreement.

27 (10) ~~(9)~~ The agency shall invite the complainant to provide feedback
28 on the complainant's experience with the complaint process, including
29 suggestions for improvement.

30 (11) ~~(10)~~ The agency shall monitor complaint trends, analyze root
31 causes, and report on complaint resolution statistics regularly to

1 identify areas for improvement. The agency shall submit a report to the
2 commissioners at every board meeting detailing (a) the number of
3 complaints filed, (b) the nature of such complaints, (c) the status of
4 completed and pending inspections, and (d) the number of unfilled
5 inspector positions within the housing agency. The report shall also be
6 made available to the public on the agency's website and at the agency's
7 office.

8 ~~(12)~~ ~~(11)~~ The agency shall inform persons applying for housing about
9 the complaint process during the resident application process and inform
10 residents about the complaint process (a) annually, (b) at the time a
11 complaint is filed, and (c) by posting on the agency's website and on any
12 public boards in any common housing spaces.

13 2. On page 87, strike lines 17 through 20 and insert the following
14 new subdivision:

15 "(40) To regulate any housing agency in a city of the metropolitan
16 class, which may include:

17 (a) Providing for code enforcement and pest control for all
18 properties owned and controlled by such housing agency;

19 (b) Providing for regular inspections of all properties managed by
20 such housing agency;

21 (c) Requiring all properties managed by such housing agency to be
22 registered pursuant to any rental registration ordinance adopted by such
23 city of the metropolitan class;

24 (d) Setting penalties for code violations and failure to properly
25 manage properties; and

26 (e) Requiring monthly updates to the city council of such city of
27 the metropolitan class."

28 3. On page 106, line 1, strike "sections 88 and 89" and insert
29 "section 87".

30 4. Renumber the remaining sections and correct internal references
31 and the repealer accordingly.

1 5. Correct the operative date section so that the section added by
2 this amendment becomes operative three calendar months after the
3 adjournment of this legislative session.