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## Zero Tolerance Policy

Fayetteville Housing Authority's (FHA) Zero Tolerance Policy is part of our commitment to providing a safe, equitable, diverse, and inclusive environment for all tenants, regardless of race, national origin, sex, religion, color, disability, familial status, or any other aspect of their identity. All tenants are responsible for conducting themselves in an appropriate and inclusive manner, and action will be taken in situations where a tenant's behavior violates this expectation. This policy covers harassment, bullying, and discrimination and provides a standard for addressing allegations of inappropriate behavior, ensuring fairness and equal treatment.

### I. Policy

When FHA becomes aware of an incident involving harassment, bullying, or discriminatory behavior the agency will investigate the matter. Corrective action will be taken against any tenant who is found to have been involved in harassment, bullying, or discriminatory behavior relating to a tenant or FHA staff in accordance with section "III. Corrective Action" of this policy.

All tenants are asked to report instances in which they experienced or witnessed harassment, bullying, or discrimination (as defined below). To notify FHA of an incident, please reach out to the Public Housing Team at 1 N. School Ave., Fayetteville, AR 72701 to complete a concern form. When you reach out, please include the following information:

- a. Name(s) of the individual(s) engaged in inappropriate behavior
- b. Your name
- c. Name(s) of the individual(s) targeted by the inappropriate behavior (if you are a witness)
- d. A description of the inappropriate behavior and scenario under which it occurred
- e. Date(s) and time(s) of the event(s)
- f. Any additional supporting evidence

### Fairness

All tenants at FHA are guaranteed a fair and impartial investigation process. Personal biases and individual relationships will never factor into the investigation.

### II. Prohibited Conduct

The Policy applies to any individual who engages in the following behavior(s):

- a. **Harassment** – Harassment is any one-time or repeated unwanted physical, verbal, or non-verbal conduct that violates a person’s dignity or creates an intimidating, hostile, degrading, uncomfortable, or toxic environment.

Examples of harassment include, but are not limited to:

- i. Making threatening remarks
- ii. Sexual assault
- iii. Gender-based insults or jokes causing embarrassment or humiliation
- iv. Repeated unwanted social or sexual invitations
- v. Inappropriate or unwelcome comments on a person’s physical attributes or appearance

- b. **Bullying** – Bullying is any physical, verbal, and non-verbal conduct that is malicious or insulting. Bullying can make a person feel vulnerable, excluded, humiliated, undermined, fearful, or threatened. Bullying can take the form of physical, verbal, and non-verbal conduct. Cyberbullying is included. Examples of bullying include, but are not limited to:

- i. Physical threats
- ii. Psychological threats
- iii. Verbal attacks on other tenants or FHA staff
- iv. Spreading malicious rumors

- c. **Discriminatory Behavior** – Discrimination refers to behavior that treats people differently or adversely because of one or more of the facets of their identity, including race, national origin, sex, religion, color, disability, familial status, or any other aspect of their identity.

### III. Corrective Action

The severity of the corrective action depends on the type of misconduct, which is based on the following framework:

- a. **Minor Infractions** – Unintentional, minor forms of bullying or discriminatory behavior. Corrective action for a minor infraction includes but is not limited to the issuance of a notice of violation.
- b. **Major Infractions** – Repetitive minor infractions or intentional instances of harassment, bullying, or discrimination. Corrective action for a major infraction includes but is not limited to possible termination of lease OR establishing a tenant improvement plan. Determination of the appropriate corrective action will be made on a case-by-case basis in accordance with Fair Housing Laws.
- c. **Gross Misconduct** – Intentional, major forms of harassment, bullying, or discrimination, such as making threatening remarks, engaging in unwanted physical contact, or using

racial slurs. Corrective action for gross misconduct will be the termination of the lease agreement.

#### **IV. No Retaliation**

Any tenant who files a valid complaint will not be subject to any form of retaliation. Tenants who do participate in retaliatory measures will be investigated and subject to corrective action.

#### **V. Appeals Procedure**

Tenants who have been found to be in violation of the Zero Tolerance Policy may appeal this finding in accordance with the established Grievances and Appeals Procedure.



If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please call 479-521-3850 or email [housing@fayettevilleha.org](mailto:housing@fayettevilleha.org)