

## **TELEPHONE HEARINGS**

Due to the COVID-19 pandemic, the Rental Office now holds all hearings over the phone.

Steps:

- An Application is filed.
- A hearing is scheduled and a Notice of Hearing is sent to both parties by e-mail and mail.
- The Notice of Hearing will state the date and time of the hearing, instructions on how to call in, and the deadline for parties to submit evidence.
- Parties submit evidence in support of their claim(s) prior to the evidence submission deadline.
- The Rental Office will compile all evidence and send it via email to both parties prior to the hearing.
- At the hearing, the rental officer provides an overview of the hearing process and places all those in attendance under oath.
- Each party will be given an opportunity to state their case, speak to the evidence they have submitted, and to respond to the other party's evidence.
- After the hearing, the Officer will review all of the evidence and then issue a written decision called an Order. Orders are sent to both parties by e-mail and mail.