

ORDINANCE NO. 142-25**AN ORDINANCE ADOPTING THE CITY OF MEDINA
COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM
CITIZEN PARTICIPATION PLAN, AND DECLARING AN
EMERGENCY.**

WHEREAS: The City of Medina is eligible to receive and has received Community Development Block Grant (CDBG) Small Cities program funds; and

WHEREAS: The City of Medina must adopt a Citizen's Participation Plan for the purpose of providing for and encouraging citizen's participation, with particular emphasis on participation by persons of low and moderate income who are residents of slum and blight areas and of areas with residents in low and moderate income neighborhoods as defined by the local jurisdiction at all stages of the Community Development Program, including at least the development of needs, the review of proposed activities, and review of program performance.

**NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY
OF MEDINA, OHIO:**

SEC. 1: That the City of Medina Community Development Block Grant Program Citizen Participation Plan is hereby adopted.

SEC. 2: That a copy of the City of Medina Community Development Block Grant Program Citizen Participation Plan is marked Exhibit A, attached hereto and incorporated herein.

SEC. 3: That it is found and determined that all formal actions of this Council concerning and relating to the passage of this Ordinance were adopted in an open meeting of this Council, and that all deliberations of this Council and any of its committees that resulted in such formal action, were in meetings open to the public, in compliance with the law.

SEC. 4: That this Ordinance shall be considered an emergency measure necessary for the immediate preservation of the public peace, health and safety, and for the further reason the current plan has expired; wherefore, this Ordinance shall be in full force and effect immediately upon its passage and signature by the Mayor.

PASSED: September 8, 2025

SIGNED: John M. Coyne, III
President of Council

ATTEST: Kathy Patton
Clerk of Council

APPROVED: September 9, 2025

SIGNED: Dennis Hanwell
Mayor

CITY OF MEDINA
COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM
CITIZEN PARTICIPATION PLAN



Whereas the City of Medina (hereafter referred to as the "City") is eligible to receive and has received Community Development Block Grant (hereafter referred to as "CDBG") Small Cities program funds, the City has adopted the following Citizen Participation Plan. The purpose of the Plan is to provide for and encourage citizen participation, with particular emphasis on participation by persons of low and moderate income. The subsequent process will be followed by the City to provide citizens with an opportunity to participate in the planning, implementation, and assessment of the community's CDBG program:

1. Required Public Hearings - A minimum of two (2) public hearings will be required before the City may apply for funding. Together, the hearings must cover community development and housing needs, the development and review of proposed activities, and a review of program performance. The City will hold public hearings after a minimum seven (7) calendar days' notice at City of Medina City Hall, an ADA-accessible facility, so that members of the general public may attend in-person.
2. Public Hearing #1 - The City will hold the first public hearing prior to the development of any CDBG grant program applications.
 - a. Information to be conveyed and program areas to be discussed at Public Hearing #1 will include the following:
 - i. National and state program objectives;
 - ii. Estimated amount of funds available to the City;
 - iii. An overview of available programs and their requirements.;
 - iv. Performance of the City in past CDBG programs, if applicable;
 - v. Tentative Date of Public Hearing #2; (if already scheduled, or TBD)
 - vi. The estimated date the application is due to the Ohio Department of Development; and,
 - vii. Citizen views and comments.
 - b. A sign-in sheet and minutes for the hearing shall be created and maintained.
 - c. Notice of the hearing must be published at least seven (7) calendar days prior to the hearing and must include a summary of the program and amounts available. For notification methods, see Methods of Notification in Section 7. below.
3. Solicitation of Proposals - Between Public Hearing #1 and Public Hearing #2, the City will solicit proposals from organizations, individuals, other governmental units, or other subrecipients. When developing project proposals, citizens and organizations are encouraged to contact the City Community Development Department for available technical assistance and guidance from City staff at no cost.
4. Public Hearing #2 - Public Hearing #2 will be held after the city reviews project proposals submitted and selects no more than two (2) projects for funding in order to give citizens an opportunity to review and comment on the City's proposed application prior to its submission.
 - a. Public Hearing #2 will cover project-specific information, including:
 - i. Which projects the City has selected to be included in the application;
 - ii. The amount of CDBG and other funds allocated for each project;
 - iii. The location of each project;
 - iv. The timetable for completion of each project;
 - v. Which CDBG national objective each project will meet; and,
 - vi. Citizen views and comments.

- b. A sign-in sheet and minutes for the hearing shall be created and maintained.
- c. Notice of the hearing must be published at least seven (7) calendar days prior to the hearing, and must include a list of selected projects, locations, and project amounts. For notification methods, see Methods of Notification in Section 7. below.
- 5. Amendment Public Hearing - A public hearing may also be required as part of the grant amendment process if the proposed amendment constitutes a substantial change to the scope of the grant agreement. The primary purpose of an amendment public hearing is to provide citizens with an opportunity to review and comment on such a substantial change in a grantee's CDBG program. The notice publication and requirements for an amendment public hearing should follow the format for the Public Hearing #2 detailed above.
- 6. Bilingual Opportunities - Bilingual opportunities will be provided where applicable and/or requested. If the City has a population segment with a primary language other than English, bilingual notices and provisions for the translation of program documents will be provided. The City requests at least one week's notice prior to the hearing date for accommodation to be arranged.
- 7. Methods of Notification - The City may choose between the following two options for notifying the public of an upcoming hearing:
 - a. Publication in a Newspaper - A standard public hearing notification must be published in the legal section or non-classified section of a newspaper of general circulation at least seven (7) days prior to the public hearing.
 - b. Public Posting and General Outreach
 - i. A notice must be posted in common areas of at least five (5) local administrative offices (i.e., City Hall or County Administrative Building) where it is accessible and visible to the public at least seven (7) days prior to the public hearing; and,
 - ii. The community must utilize at least five (5) outreach outlets listed below to notify the public about the hearing:
 - 1. City website
 - 2. Public social media accounts
 - 3. Public library or school
 - 4. Cable TV public access channel
 - 5. Community center
 - 6. Community Action Agency
 - 7. Public Housing Authority
 - 8. Local workforce development office
 - 9. Other public or private agencies and institutions serving the general public
 - 10. Direct contact with households (i.e. mailing, flyer, etc.)
- 8. Complaints and Grievances - The City will maintain a file of citizens' complaints regarding CDBG Programs/funding and will provide a timely written response to complaints and grievances within fifteen (15) working days. The response will include any action(s) that the grantee will undertake to address citizens' concerns.

Attachments:

- A. Sample Notice of Public Hearing #1
- B. Sample Notice of Public Hearing #2
- C. Policy Notice CSD 23-02 - Citizen Participation Requirements
- D. Policy Notice OCD 13-02 - Dispute Resolution and Conflict Management

**PUBLIC NOTICE
NOTICE OF FIRST PUBLIC HEARING
PROGRAM YEAR 20__ BIENNIAL COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) PROGRAM and
COMMUNITY DEVELOPMENT IMPLEMENTATION STRATEGY SURVEY**

The City of Medina intends to make application to the Ohio Department of Development (ODOD) to access funding from the approximately \$_____ million of funds available under the Program Year 20__ (PY__) Biennial Community Development Block Grant (CDBG) Small Cities Program, a federally funded program administered by the State of Ohio.

The City is eligible for approximately \$_____ of CDBG Community Development Allocation Program funds and additional funds for a competitive set-aside program: Neighborhood Revitalization (up to \$_____); and for competitive open-cycle programs: Critical Infrastructure (up to \$_____) and Flexible Grant/Downtown Buildings Program (up to \$_____); providing the City meets applicable program requirements.

CDBG Community Development Allocation funding requests from eligible city entities are due to the City of Medina by _____, __, 20__. Projects will be reviewed, ranked, and selected based on compliance with a CDBG National Objective; inclusion in Medina's Community Development Implementation Strategy (CDIS); application completeness; number of beneficiaries served; and number of previous awards. The City's Community Development Allocation application to ODOD is due on _____, __, 20__.

The City of Medina may apply for funding under the following programs: Community Development Program; Community Housing Impact and Preservation Program (CHIP); Economic Development & Public Infrastructure Programs; Flexible Grant Program; Training and Technical Assistance Funds; New Horizons Fair Housing Assistance Program; Residential Public Infrastructure Grant Program; Housing Opportunities for Persons with AIDs (HOPWA) Program; Supportive Housing, Homeless Crisis Response, & Housing Assistance Grant Programs; and, Any/New Programs Announced Under the CDBG, HOME, and OHTF Programs.

The first of the required two public hearings for this grant program will be convened in City of Medina City Hall, Rotunda 132 North Elmwood Avenue, Medina, Ohio 44256, an ADA-accessible facility. The hearing shall commence at __ p.m. on _____, __, 20__, to provide citizens with pertinent information about the CDBG program, including an explanation of eligible activities and program requirements. The CDBG program can fund a broad range of activities including economic development projects; street improvements; water supply, drainage, and sanitary sewer improvements; park acquisitions and improvements; demolition of unsafe structures; and rehabilitation of housing and neighborhood facilities. The activities must be designed to meet one of the CDBG National Objectives: to primarily benefit low- and moderate-income persons, or aid in the prevention or elimination of slums and blight; or meet an urgent need of the community; and comply with the applicable Program Objectives as outlined in the Ohio Consolidated Plan.

Attachment A: Sample Notice of Public Hearing #1



To assist the City in preparing a State required Community Development Implementation Strategy (CDIS) needed for the PY__ CDBG Program, all interested entities/parties within the City of Medina are asked to complete a CDIS Survey. The CDIS survey can be found at medinaoh.org/city-hall/planning-zoning or by contacting the Community Development office at City Hall or adutton@medinaoh.org. CDIS surveys must be submitted by ____, __, 20__ or brought to the planning meeting to be held immediately following the public hearing on ____, __, 20__, at ____ p.m. in the City Hall Rotunda, 132 North Elmwood Avenue, Medina, Ohio 44256.

Citizens are encouraged to attend the first public hearing to provide input on the city's CDBG Program. Should any participant require auxiliary aids due to disability or non-English languages, please contact the Community Development Office at least one week prior to the hearing date to ensure needs will be accommodated. Anyone wishing to submit written comments prior to the hearing may direct them to the City of Medina at the address above.

By order of the City of Medina, Ohio
Mayor Dennis Hanwell

**NOTICE OF SECOND PUBLIC HEARING
PY20__ Community Development Block Grant (CDBG) Allocation Grant**

The City of Medina intends to apply to the Ohio Department of Development (ODOD) for funding under the Community Development Block Grant (CDBG) Small Cities Community Development Program, a federal program administered by the State of Ohio. The first of two required public hearings was held on _____, __, 20__ to inform citizens about the CDBG program, eligible activities, and other requirements. The City solicited project proposals from eligible entities. The proposed use of funds is set forth below.

Community Development Allocation Grant: The City of Medina is eligible to utilize \$_____ of CDBG Allocation funds, providing program requirements are met. Based on citizen input, local officials' assessment of needs, compliance with a CDBG National Objective, and inclusion in the City's Community Development Implementation Strategy (CDIS), the City is proposing to use Allocation funds as follows: 1) Activity #1 (National Objective(s) Met) - \$_____, 2) Activity #2 (National Objective(s) Met) - \$_____, 3) General Administration (CDBG Funds) - \$_____, and 4) Fair Housing (CDBG Funds) \$_____ for a total of \$_____.

A second public hearing will be convened by the City of Medina on _____, __, 20__ at _____ p.m. in the Medina City Hall Rotunda, 132 North Elmwood Avenue, Medina, Ohio 44256 to give citizens an opportunity to review and comment on the city's proposed projects before the grant application is submitted to the ODOD on or before _____, __, 20__.

Citizens are encouraged to attend this public hearing to express their views concerning the application. Should any participant require auxiliary aids due to disability or non-English languages, please contact this office at least one week prior to the hearing date to ensure needs will be accommodated. Citizens wishing to submit written comments prior to the hearing may direct them to Andrew Dutton, Community Development Director at the address given or via email at adutton@medinaoh.org.

By Order of the City of Medina, Ohio
Mayor Dennis Hanwell



**Department of
Development**

Development.Ohio.gov

Mike DeWine, Governor Jon Husted, Lt. Governor Lydia Mihalik, Director

Community Services Division

POLICY NOTICE: CSD 23-02
SUBJECT: Citizen Participation Requirements
SUPERSEDES: OCD 07-01
ISSUED: April 10, 2023 (Updated Nov. 19, 2024)
EFFECTIVE: April 10, 2023
DISTRIBUTED TO: CSD CDBG Award Recipients and their Affiliates

APPLICABILITY:

Community Development Block Grant (CDBG)-funded Awards:

- Community and Economic Development Programs
- Community Housing Impact and Preservation Program (CHIP)
- Flexible Grant Program
 - New Horizons Fair Housing Program

SUPERSEDES:

- Policy Notice OCD 07-01: Public Hearing Notification Requirements

SUMMARY OF CHANGES:

- Streamlines the alternative hearing notice options originally provided in Policy Notice OCD 07-01.
- Clarifies and incorporates issued guidance on the citizen participation process into policy.
- Provides a hybrid model for public meetings in accordance with Ohio's Open Meetings law.
- Reduces publication requirement from 10 days prior to hearing to seven days prior to hearing.

CITATIONS:

- 24 C.F.R. 570.486
- O.R.C. 121.22
- O.R.C. General Provisions, Chapter 7
- Ohio House Bill 51

PROGRAM POLICY:

Office of Community Development (OCD) award recipients must provide for and encourage citizen participation and ensure residents will be given reasonable and timely access to local meetings, information, and records relating to the proposed and actual use of CDBG funds. The purpose of the citizen participation process is to assure CDBG-funded programs address locally identified needs benefitting low- and moderate-income (LMI) individuals or remediating conditions of slum and blight.

Local Citizen Participation Plan

Local governments applying for CDBG-funded programs must adopt a citizen participation plan. The plan, at minimum, must include:

1. Accommodations for participation by LMI individuals, those who are residents of slum and blight areas, and of areas in which Section 106 funds are proposed to be used.
2. Standards for reasonable and timely access to local meetings, information and records relating to the grantee's proposed, and actual, use of grant funds.
3. Provisions for technical assistance to groups representing LMI individuals requesting such assistance in developing project proposals.
4. A complaint process which provides for a timely response to complaints and grievances, within 15 working days where practical.
5. Access to public hearings where citizens may provide comments and questions at all stages of the community development programs, including the development of needs, the review of proposed activities, and review of program performance. Hearings shall take place after adequate notice, at times and locations convenient to potential or actual beneficiaries, and with accommodation for people with a disability.
6. Provisions for meeting the needs of non-English-speaking residents in the case of a public hearing where a significant number of non-English-speaking residents can be reasonably expected to participate.

The local government must review, update, and re-adopt the citizen participation plan regularly, no fewer than every six years. Where the local government is a county which applies on behalf of dedicated cities, the county must fulfill citizen participation requirements on behalf of the jurisdiction(s).

General Requirements

A minimum of two public hearings are required before a local government may apply for funding. Together, the hearings must cover community development and housing needs (including affirmatively furthering fair housing), development of proposed activities, and a review of program performance. Each hearing must be preceded by adequate public notice.

Temporary authority for members of a public body to meet by means of teleconference or video conference because of the COVID-19 pandemic expired on June 30, 2022. Pursuant to Ohio's Open Meetings Act, local governments must provide accommodations for the public to attend the public

hearing in person. Public bodies may broadcast or livestream meetings if the public has the option of attending the meeting in person.

First Public Hearing

The first public hearing should be conducted at the initial stage of application preparation. Information to be conveyed at the first public hearing should include:

- National and state program objectives.
- Estimated amount of funds available to the community.
- An overview of available programs and their requirements.
- Performance of the locality in past CDBG programs, if applicable.
- Date of the second public hearing.
- Date the application is due to the OCD in OCEAN.
- Citizen views and comments.

The community must maintain a sign-in sheet and minutes for the hearing in its files.

Notice of the hearing must be published at least seven days prior to the hearing, and at minimum must include a summary of the programs and amounts available. For notification methods, see below.

Second Public Hearing

The second public hearing should be conducted after projects have been identified by the local government, but before applying to OCD. The second public hearing should take place no fewer than seven calendar days after the first public hearing to allow for public comment. The second public hearing should cover project-specific information, including:

- Which projects the community has selected to be included in the application.
- The amount of CDBG and other funds allocated for each project.
- The location of each project.
- The timetable for completion of each project.
- Which CDBG national objective each project will meet.
- Citizen views and comments.

The community must maintain a sign-in sheet and minutes for the hearing in its files.

Notice of the hearing must be published at least seven days prior to the hearing, and at minimum must include a list of selected projects, locations, and project amounts. For notification methods, see below.

Amendment Public Hearing

A public hearing may also be required as part of the grant amendment process if the proposed amendment constitutes a substantial change to the scope of the grant agreement. The primary purpose of an amendment public hearing is to provide citizens with an opportunity to review and

comment on such a substantial change in a grantee's CDBG program. The notice publication and requirements for an amendment public hearing should follow the format for the second public hearing detailed above.

Methods of Notification

The community may choose between the following two options for notifying the public of an upcoming hearing:

1. Publication in a Newspaper

A standard public hearing notification must be published in the legal section or in the non-classified section of a newspaper of general circulation at least seven days prior to the public hearing.

2. Public Posting and General Outreach

No newspaper publication is required, but the community must meet the following requirements:

- a. A notice must be posted in common areas of at least five local administrative offices (i.e., city hall or county administrative building) where it is accessible and visible to the public at least seven days prior to the public hearing; and,
- b. The community must utilize at least five outreach outlets listed below to notify the public about the hearing:
 - Community website
 - Public social media accounts
 - Public library or school
 - Cable TV public access channel
 - Community center
 - Community Action Agency
 - Public Housing Authority
 - Local workforce development office
 - Other public or private agencies and institutions serving the general public
 - Direct contact with households (i.e. mailing, flyer, etc.)

COMPLIANCE MEASURES:

OCD will review citizen participation compliance during the monitoring of the grant files, prior to grant closeout.

ADDITIONAL GUIDANCE:

Ohio Attorney General Sunshine Laws Publications

Ohio Attorney General Open Book July 2022



Development
Services Agency

Program Policy Notice: OCD 13-02

Community Services Division
Office of Community Development
77 South High Street, Columbus Ohio 43215 U.S.A.
Phone: (614) 466-2285
Fax: (614) 752-4575

Replaces Program Policy Notice OCD 09-04

SUBJECT: Dispute Resolution and Conflict Management Policy for Office of Community Development for housing rehabilitation and repair activities except for projects funded through the Ohio Housing Finance Agency.

ISSUED: July 1, 2013

DISTRIBUTED TO: Office of Community Development Award Recipients and their Affiliates

PROGRAM POLICY

The Office of Community Development is replacing the original Program Policy Notice to provide clarity and update the requirements of dispute resolution and conflict management for the Office of Community Development funded programs. This policy applies to all programs funded through the Office of Community Development's Residential Revitalization Section, Economic and Appalachian Development Section and the Supportive Housing Section. It does not apply to projects funded through the Ohio Housing Finance Agency. The Office of Community Development Dispute Resolution and Conflict Management Policy applies to all direct beneficiary-related housing rehabilitation, repair and construction projects completed with the Office of Community Development program funds and program income, beginning with grants funded in FY 2013.

General Requirements

To protect the interest of the parties involved in the Office of Community Development-funded housing activities, the Ohio Development Services Agency's Office of Community Development established the Dispute Resolution and Conflict Management Policy.

The policy outlines the responsibilities of the grantee, administrator, homeowners and contractors responsible for completing the Office of Community Development-funded projects. This policy applies only to those projects which include housing rehabilitation, repairs and construction. The grantee shall have appropriate procedures in place to address disputes arising from walkaway projects and/or non-construction activities. During the Office of Community Development's monitoring of a grant, compliance with this policy and local procedures will be confirmed.

The Office of Community Development will not entertain requests to intervene during a dispute. If it becomes necessary to proceed to arbitration, the arbitrator's decision is final and binding. No dispute or argument will be considered after this process is complete.

Recommendation: Most disputes can be prevented by all parties if there is a clear understanding of material quality standards and material selection limitations. Signed approval of material selection, color choices and change orders can assist in the prevention of a conflict.

To ensure that the appropriate parties are informed about the Dispute Resolution and Conflict Management Policy, grantees must provide a copy of the Dispute Resolution and Conflict Management Policy and Dispute Resolution Form to every administrator, rehabilitation/repair/construction client, contractor and when/if necessary any mediator and/or arbitrator. The grant administrator shall provide copies of the policy to both the client and contractor at the pre-construction conference and obtain their signatures acknowledging receipt, along with their complete understanding of the Dispute Resolution and Conflict Management Policy. By acknowledging receipt of the policy all parties agree to abide by the terms therein. A clause shall be incorporated in any rehabilitation/repair/construction contract referring to the Dispute Resolution and Conflict Management Policy. The original document must be maintained in the program's administrative file and copies provided to the homeowner and contractor.

The grantee is responsible for developing an alternative written method for communicating with an applicant if the applicant has a disability (e.g., physical, visual, hearing, speech and/or cognitive disability), is functionally illiterate, or has limited English proficiency and requests an accommodation. The grantee must also provide a copy of the written alternative method for communicating with a homeowner/applicant who is disabled to the administrator. For guidance regarding communicating with people with disabilities, visit <http://www.adata.org/ada-document-portal>. The cost of providing an accommodation to persons with a disability is the responsibility of the grantee.

The homeowner must understand their signature and date on the certification of completion verifies satisfaction of the contractor's workmanship and validates final payment. No complaints regarding workmanship will be accepted after that date. Failed items covered under the warranties should be handled by contacting the contractor directly, in writing if necessary, detailing all warranty items that need addressed, within 12 months of work completion. The grantee and program administrator have no obligation to assist with warranty work issues.

The cost of mediation and arbitration shall be borne by the grantee. Charges are eligible to be paid with active grant funds as soft costs, administration funds, or program income of the same activity source. If funds are not available, contact the Office of Community Development program representative for assistance in seeking other funding options.

Resolution of disputes shall follow the format described below.

Dispute Resolution and Conflict Management Process

1. If there is any dispute regarding the scope of work, workmanship or material quality/selection or any other discrepancy, the homeowner must notify the contractor immediately. If the contractor is not on site, the disputed work must stop and the contractor will be notified. Disputed work will not proceed until the issue is resolved.
2. Both the homeowner *and* contractor shall contact the administrator immediately when/if the dispute is not resolved between the contractor and the homeowner at step #1.
3. The administrator and/or grantee, rehabilitation specialist, contractor and the homeowner shall make a good faith effort to resolve the dispute at this time. If resolved, details of the dispute and resolution must be documented and signed at this time. The documentation will be placed in the client file.
4. If the dispute is not resolved at step #3, the homeowner must submit a written complaint to the grantee within five working days, on the Dispute Resolution Form provided.

Attachment D: Policy Notice OCD 13-02 - Dispute Resolution and Conflict Management

Note: Disputed work that is necessary for the health and safety of the occupants, sanitary reasons or the protection of the structure and/or property, should proceed to the extent necessary to safeguard until the dispute is resolved.

5. Upon receipt of a written complaint, the administrator shall notify the grantee of the dispute. The grantee may attempt local resolution at this point, but in any case, shall require the administrator to respond in writing within 15 working days of receiving the complaint. Local resolution may be, but is not limited to, a review committee comprised of impartial members. Procedures for local resolution methods must be attached to this policy, and described in the grantee's local Policies and Procedures Manual.
6. The homeowner shall provide a statement, in writing, within 15 working days of the grantee's response date either accepting the proposed resolution or requesting mediation.
7. Within 15 working days of the date of the homeowner's response requesting mediation, the grantee and administrator shall provide the homeowner with the option of two dates for mediation.*

*The grantee may opt to proceed directly to arbitration.

Mediator Responsibilities

If the dispute cannot be resolved through negotiations with all parties, it may be submitted to mediation if the grantee chooses. The mediator is responsible for assisting the parties, impartially, in reaching an agreement on the disputed matter within 30 days of receiving the dispute.

The grantee may use the assistance of, but are not limited to, the Ohio Mediation Association to identify a mediator. The Ohio Mediation Association can be reached at P.O. Box 473, Columbus, Ohio, 43216, and can be contacted by telephone at (614) 321-7922, and by email at <http://mediateohio.org>.

Arbitrator Responsibilities

If the dispute cannot be resolved through negotiations with all parties or through the optional mediation process, the dispute **must** be submitted to arbitration. The arbitrator is responsible for providing a resolution to the dispute submitted by the applicant within 60 days of receiving the dispute.

The administrator may use the assistance of, but are not limited to, the American Arbitration Association. The American Arbitration Association is located at 250 East Fifth Street, Suite 330, Cincinnati, Ohio 45202-4173 and can be contacted by telephone at (513) 241-8434 or by fax at (513) 241-8437. For more information regarding the American Arbitration Association, visit <http://www.adr.org/>.

Attachment D: Policy Notice OCD 13-02 - Dispute Resolution and Conflict Management

The arbitrator's decision is final and binding. No dispute or argument will be considered after this process is complete.

We hereby acknowledge receipt of this copy of the *Dispute Resolution and Conflict Management Policy*. We understand and accept the outlined process for any and all disputes that may result from our involvement with the program.

Homeowner Signature Date

Homeowner Signature Date

Contractor Signature Date

