

May 3rd, 2002

N° 2002-05

Please note if your program is not checked, this Program Instruction is not applicable to your project(s).

- ✓ Public Housing
- ✓ Provincial Reform Housing Programs
- Municipal Non-Profit Housing Programs
- Federal Unilateral Housing Programs
- ✓ Rent Supplement - Commercial
- ✓ Rent Supplement - OCHAP & CSHP
- ✓ Rent Supplement Homelessness

Subject

Internal Review

Authority

s. 80-84 of the *Social Housing Reform Act, 2000*, as amended
s. 55-59 of the *Ontario Regulation 298/01*, as amended
s. 8.05 and 8.06 of the Service Agreement

Effective Date

Immediately

Summary

The purpose of this policy is to provide an appeal process for reviewable decisions.

Background

If an applicant or member of a household wants to appeal a reviewable decision made by a housing provider, the Community Services and Housing Department (“the Department”) reviews the decision and communicates the final decision to the household through the housing provider.

Procedure

There are six (6) types of decisions that are “reviewable”. They are:

1. The household is not eligible for rent-geared-to-income assistance.
2. The household is not eligible for special needs housing.
3. The type of accommodation in which a household may live.
4. The category into which the household has been placed on a waiting list.
5. The amount of geared-to-income rent the household pays.
6. The deferral of the geared-to-income rent that the household pays.

When a housing provider makes a reviewable decision, they are to send a Notice of Decision to the household within seven (7) days after the decision is made with an explanation that the household has the option for the review.

The household then has the option to request an Internal Review of the decision. Within 10 business days from the date the Notice of Decision is received by the household, the household is to submit their Request for an Internal Review to their housing provider.

The housing provider, in turn, will forward the request to the Department within two (2) business days of it being received by them, including copies of documents relevant to the decision ie. income calculation, income verification.

The Department conducts the Internal Review of the decision. The Department's review is to be completed within 10 business days after the request for Internal Review is received by the housing provider. The Department then gives written Notice of the Result of the Review to the housing provider within three (3) business days after the review is complete.

The housing provider issues the final decision to the household within two (2) business days after the housing provider receives the Notice of the Result of the Review from the Department.

For further instructions and requirements, please see the attached policy (Appendix A) on Internal Review.

To avoid unnecessary Internal Reviews, we encourage housing providers to make every effort by answering any questions and concerns that households have regarding a decision.

Action Required

Housing providers with RGI households in the above check marked housing programs are required to provide households with an Internal Review process.

Housing providers must become familiar with the enclosed process and implement its requirements immediately.

Also enclosed is sample wording to households and Internal Review forms. We recommend you keep the forms in your office and issue on request.

Provide written notification of this policy to all current RGI assisted households and any future households.

Please contact your Program Co-ordinator if you have any questions.

Sylvia Patterson
Director
Housing and Residential Services Division
Community Services and Housing Department

Encl.