

HOUSING PROVIDER BULLETIN

INTERNAL REVIEW PROCESS - REMINDER

A review of the Region's internal review statistics indicates that not all housing providers submitted internal reviews of Notices of Decisions during the five years since the proclamation of the Social Housing Reform Act (SHRA).

Under the SHRA Regulation 298/01 S. 55 – 59, housing providers are required to provide households with a Notice of Decision that contains the information about their right to an internal review and advise them about the process.

There are six 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. This would include special priority or insitu-priority status.
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 receives a Request for Internal Review for a household, it should fax the request (and all supporting documents) to the attention of the Manager of Housing Programs, Community Services and Housing Department within two (2) business days of it being received. The fax number is 905-895-2189.

The Housing Programs Branch will conduct the internal review and provide a notice of the results of the review to the housing provider.

For more information on the Internal Review process please see Program Instructions 2002-05.