



## **1. Preamble**

The *Social Housing Reform Act* and provincial regulations give applicants to RGI housing, RGI tenants and tenants with special needs the right to ask for a review of certain decisions. The regulations also set out some rules and timelines for handling these reviews.

Our tenants or applicants have the right to a review:

- if they are cut off RGI subsidy
- if they believe their RGI subsidy has been calculated incorrectly, or based on wrong information
- if the household is declared overhoused
- if an applicant is not offered a unit when the household is next on the list
- if the applicant is refused a place on a non-profit's special needs waiting list.

The regulations do not apply to tenants paying market rents, or applicants for market rent units.

The regulations also set out some rules about the review process:

- tenants or applicants must be given **30 days** to comment on any “third party information – information they did not provide themselves, and may not have seen – that could lead to an adverse decision
- tenants or applicants must request their review in writing within **10 business days** of being notified of the decision
- reviews must be done by people who were not involved in the original decision
- reviews must be completed within **10 business days** after the request was received
- tenants must be notified in writing of the review's decision
- the review decision is final.

## **2. Policy**

### **2.1 Reviewer:**

The Director of Housing or his/her designate will review and make the final decision on all appeals.

### **2.3 Mandate:**

An internal review is available for the following types of decisions:

- tenant selection – refusing to offer a unit to an applicant from the external waiting list or refusing to place an applicant or tenant on our special needs waiting list
- over-housing – placing a tenant household on the internal waiting list as an over-housed household
- RGI subsidies – applying a new rent-geared-to-income calculation or declaring a tenant household on longer eligible for RGI subsidy

The reviewer will not make decisions which are contrary to the law, or clearly against the spirit or the intent of board-approved policies. He/she will, however, consider exceptional circumstances which may not have been considered when the policies were made.

The reviewer will use precedent in making its decisions, and will aim to treat all applicants and tenants equitably.

The reviewer will also consider the impact of its decisions on the appellant, other tenants or applicants, on the non-profit staff, and on the well-being of the non-profit.

The reviewer must not have been involved in the original decision. If this person was, then a designate must be assigned. This normally would be another housing staff person.

### **2.3 Requesting a Review**

When a housing staff person receives a written request for review, he/she will complete the Request for Review Form (attached), attach it to the tenant's letter, and send it the reviewer, along with any documentation used to make the original decision.

### **2.4 Review Process**

The reviewer will determine the need for additional information prior to the making of a decision.

The reviewer will complete a Decisions Form (attached) for each appellant, documenting the decisions made, and the reasons for the decision.

The Housing office will inform the appellant of the decision within 5 business days of the meeting. A copy of the Decisions Form will be placed in the tenant's file.

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**Approved by: WoodGreen Community Housing board**

**Date Approved: 2003/12/02**

# Request for Review Form

Date: \_\_\_\_\_

Name of appellant: \_\_\_\_\_

Appellant's phone number: \_\_\_\_\_

Date appeal letter was received: \_\_\_\_\_

Decision being appealed:

- refused place on special needs waiting list
- not offered a unit
- made ineligible for subsidy
- disputed subsidy calculation
- declared overhoused
- refused transfer

What were the reasons for your decision?

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What options have already been discussed with the appellant?

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Is there other information the reviewer needs to make a decision?

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# Review Decision Form

Date: \_\_\_\_\_

Name of appellant: \_\_\_\_\_

Date appeal letter was received: \_\_\_\_\_

Decision being appealed:

- refused place on special needs waiting list
- not offered a unit
- made ineligible for subsidy
- disputed subsidy calculation
- declared overhoused
- refused internal transfer

Decision of the Reviewer

\_\_\_\_\_  
\_\_\_\_\_

Reasons for the Decision

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Action Needed

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recommendations to the Board or Property Manager

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\_\_\_\_\_  
\_\_\_\_\_