

<b>Internal Review</b>	
VICTORIA PARK COMMUNITY HOMES - CORPORATE POLICIES	
Policy Number: <b>B2.4</b>	Sub-section: <b>Resident &amp; Property Services</b>
Effective Date: <b>2022_05_12</b>	Last Revision Date: <b>2022_05_12</b>
Next Review Date: <b>2022_05_12</b>	Related Policies: <b>N/A</b>
Approved by: <b>Board</b>	Approval Date: <b>2022_05_12</b>

## **1. Policy Statement**

1.1 Pursuant to the *Housing Services Act, 2011*, s. 155-159, applicants seeking housing with Victoria Park Community Homes (VPCH) and current tenants have the right to request a review of the following decisions related to their tenancy when:

1. They are deemed ineligible for rent-geared-to-income assistance;
2. The tenant disagrees with amount of geared-to-income rent that has been calculated
3. The household is not included in a category given priority over other categories;
4. The household is not eligible or no longer eligible for special needs housing;
5. The provider has declined the tenant's request for an internal transfer, including requests for an additional bedroom;
6. The tenant disagrees with the provider's decision regarding size and type of unit eligibility;
7. The provider has declined the tenant's request for an addition to the household; or
8. The provider has refused to offer them unit.

## **2. Purpose**

2.1 The purpose of this policy is to ensure compliance with the *Housing Services Act*, O. Reg. 367/11 s. 155-159, and ensure a procedure is in place for the review of decisions made by VPCH.

## **3. Definitions**

N/A

## **4. Scope**

- 4.1 This policy applies to rent-g geared-to-income (RGI) households who are requesting an internal review of a decision made by VPCH.
- 4.2 This policy describes the procedure for conducting an internal review, and the responsibilities of the appeal committee as required by several Service Managers.
- 4.3 This policy excludes tenants residing in the Region of Waterloo and the Halton Region. These tenants must apply directly to the Region for a review of any decisions.

## **5. Internal Review Committee Composition**

- 5.1 The internal review committee will be comprised of one Management Team member and one Executive Team member. Neither member shall have any previous knowledge or involvement with the tenant/applicant requesting the review.

## **6. Internal Review Procedures**

- 6.1 No individual who participated in the making of the original decision will be a participant of the internal review.
- 6.2 The Committee will not hear an appeal when the request is filed after the 30-day timeframe. This period starts from the date that the tenant(s) were first advised that their situation could be appealed.
- 5.4 The Committee will not make decisions that are contrary to all applicable Acts or clearly against the spirit of the intent of Victoria Park Community Housing Board-approved policies or go beyond the original decision being appealed.
- 5.5 The Committee will aim to treat all applicants and tenants equitably and will use previous decisions as guides.
- 5.6 The Committee will also consider the impact of its decisions on the applicant or tenant, other tenants or applicants, on the Corporation's staff and on the wellbeing

of Victoria Park Community Homes.

## **7. Schedule**

- 7.1 An Internal Review Committee meeting will be scheduled within ten (10) business days of receipt of the tenant/applicant's request for a review. Meetings may be held in person or using electronic means.

## **8. Setting the Agenda**

- 8.1 When a request for an internal review is received, it will be immediately be forwarded to the relevant Property Manager (PM). The PM will compile a package consisting of:

- (a) Request for Review Form
- (b) the applicant(s) or tenant(s) letter of request
- (c) any documentation used to make the original decision.

The PM will forward copies to the COO who will convene the committee to meet within ten (10) business days.

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The tenant/applicant will be notified by phone and in writing of the hearing schedule and their opportunity to appear. At this time, the request will be made that all tenants or applicants should appear at the appeal.

## **9. Review Process**

- 9.1 The Committee will make its decisions on a consensus vote.
- 9.2 The applicant(s) or tenant(s) may bring a translator, family members, friends, or other advocates of their choice. The committee may limit the number of advocates at their discretion.

- 9.3 Victoria Park Community Homes staff may be invited to attend the meeting to
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present information.

- 9.4 Immediately following each review, the committee will complete a Decisions Form (sample attached) for each applicant or tenant, documenting the decisions made, and the reasons for the decisions and forward to the relevant PM and COO.
- 9.5 The PM will notify the tenant/applicant of the committee's decision within five (5) business days of the meeting.
- 9.6 All information relating to the decision will be maintained in the tenant's file.

## **10. Protocol "Meeting Guideline"**

- 10.1 Welcome the applicant(s) or tenant(s) and Committee Members.
- 10.2 Identify the structure of the review from beginning to end, emphasizing that the members of the Committee are not biased towards the final decision.
- 10.3 Outline the investigative findings.
- 10.4 Ensure the applicant(s) or tenant(s) have a complete understanding of the occurrence related to the appeal.
- 10.5 Determine the applicant(s) or tenant(s) expectations of the review.
- 10.6 Once the review has been completed, outline and review the salient points to ensure the applicant(s) or tenant(s) is satisfied with their comments.
- 10.7 Indicate respect of the applicant(s) or tenant(s) time and effort to review a decision and advise that a decision will be provided within five (5) business days.

**11. Reference Materials** (Resources used in the development of this Policy)

- *Housing Services Act*, O. Reg. 367/11 (s. 47)
- *Residential Tenancies Act*, 2006