

# Victoria-Shuter Non-Profit Housing Corporation

POLICY NAME	System for Dealing with Reviews Policy
POLICY NUMBER	2013-102
DATE	March 2013
DATE REVIEWED OR REVISED	
REFERENCES	<i>Housing Services Act, s.155,156</i> <i>Ontario Regulation 367/11, s.138</i> <i>Ontario Regulation 298, s.01,52,53</i>  <i>City Guideline 2013-1</i> <i>Rent-Geared-To-Income Guide</i> <i>(Social Housing Program Administration, City of Toronto)</i>  <i>Sample Notice of Decision</i> <i>Sample Request for Review form</i> <i>Sample City's Request for Review form</i>
SEE ALSO	

## POLICY STATEMENT

Victoria-Shuter Non-Profit Housing Corporation is committed to ensuring the residents of The Non-Profit are informed of their right to appeal decisions under the terms of the *Housing Services Act, s. 155-156*.

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## PURPOSE AND SCOPE

### PURPOSE:

This policy sets out procedural rules for the review of decisions made by Victoria-Shuter Non-Profit Housing Corporation about the RGI program.

### SCOPE:

This policy applies to Rent-Geared-to-Income households of The Non-Profit.

## DEFINITIONS AND CLARIFICATION

### CLARIFICATION:

The types of housing provider decisions subject to review are the same as they were under the Social Housing Reform Act. Reviews will be conducted for the following types of decisions:

- a) eligibility for RGI assistance
- b) size and type of unit that a household is eligible for
- c) amount of rent payable
- d) losing eligibility for RGI assistance - conducted by the City of Toronto Social Housing Unit.
- e) eligibility for special needs housing

### TERMS:

#### **Designated Staff**

The staff person(s) or department designated to complete a particular action or requirement.

#### **The Non-Profit**

Refers to the organization whose board of directors has approved this policy (Victoria-Shuter Non-Profit Housing Corporation).

#### **Housing Provider**

In general, an organization that provides social housing. In this policy Victoria-Shuter Non-Profit Housing Corporation

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## Regulation

The government issues regulations to set out the details of legislation. The Housing Services Act has several regulations. Regulation 367/11 and Regulation 298/01 deal with rent-geared-to-income administration.

## Rent-Geared-to-Income Assistance (RGI)

Financial assistance given to a housing provider so that a qualified household can pay rent based on their income.

## Review

(HSA, s.155-159 and Regulation 298, s.52-53)

Members of a household have the right to request a review of certain housing provider decisions.

## Social Housing Reform Act 2000, (HSA)

The province of Ontario passed the *Social Housing Reform Act* in 2000. It transferred the Province's responsibility for funding and administering social housing to the municipal level of government. On January 1, 2012, the Housing Services Act replaced the Social Housing Reform Act.

## RESPONSIBILITIES & PROCEDURES

### RESPONSIBILITIES:

#### The Review Body as per Regulation 367, s. 138

Reviews will be completed by Senior Staff or other designate by the Board, henceforth, called the 'Reviewer'. The reviewer must meet the following criteria:

1. They were not involved in the original decision or have discussed with the decision maker.
2. Must be knowledgeable about the provisions of the Act and regulations.
3. May not discuss the decision with the decision maker except during the course of the review.
4. No remuneration will be given to membership on the review body.

### Information

The reviewer will ensure householders receive the information they need to fully understand a decision; have the right to an in person hearing; have the right to bring someone they choose to the hearing and the right to an unbiased hearing.

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## Equality

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

## Impact

The reviewer will also consider the impact of the decision on the appellant, other members or applicants, on the staff and on the well being of The Non-Profit.

## PROCEDURES:

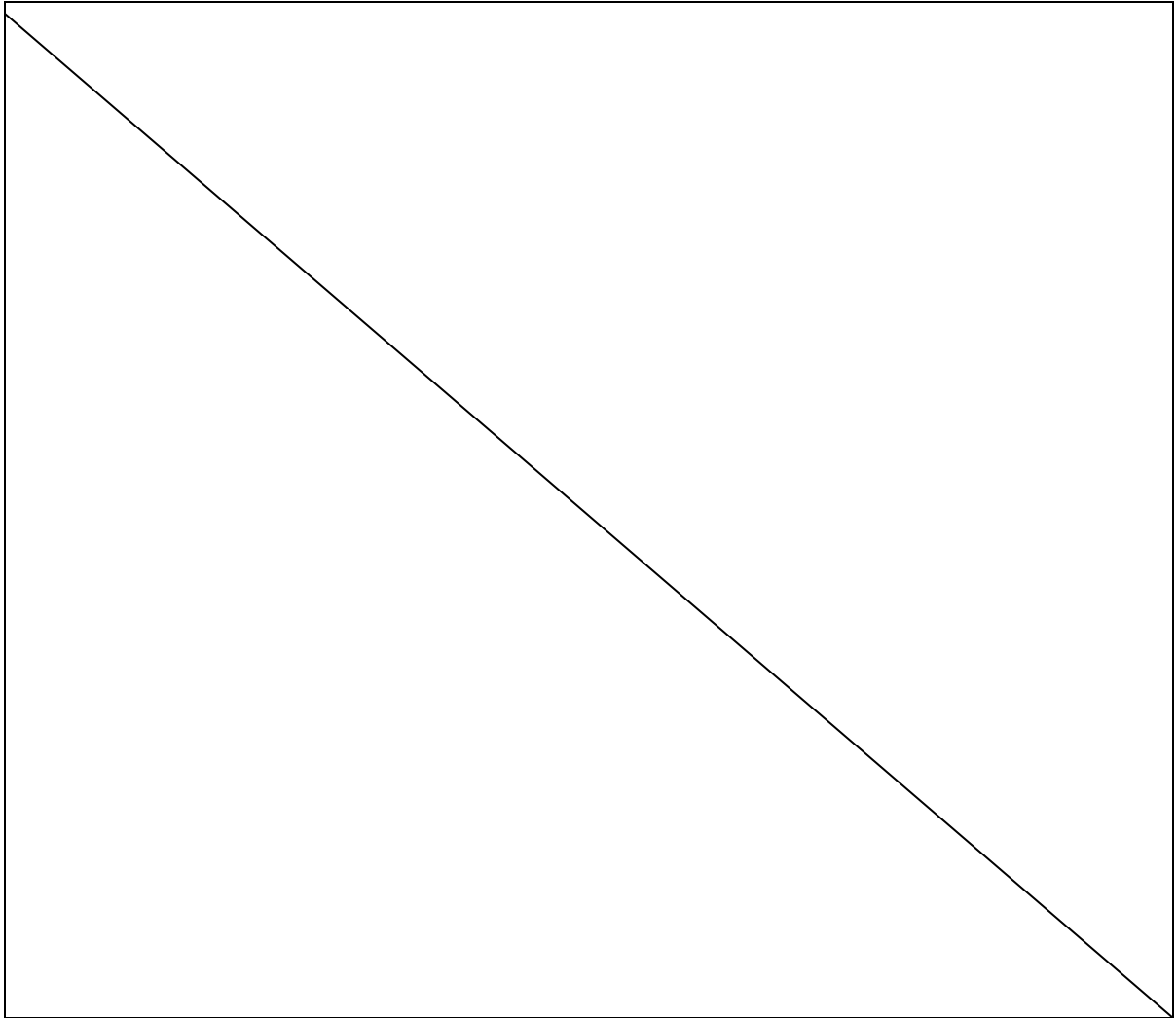
### Review Process

1. The property manager must accept review requests that are received within 30 calendar days after the day the housing provider issues a notice of decision (*Refer to sample Notice of Decision*).
2. When issuing a Notice of Decision, include a form that households can complete to request a review (*Refer to sample Request for Review Form*).
3. If a verbal request for a review is received, the tenant will be provided with the review request form.
4. The reviewer must schedule a review hearing and complete the review within 30 calendar days after the day the property manager receives a review request. If the RGI household requests that the hearing be delayed, the hearing will be rescheduled within the original 30 day period. (If the reviewer is satisfied that extenuating circumstances make it impossible for the RGI household to attend the hearing within this timeframe, the date for hearing and completing the review may be extended to a maximum of 60 calendar days after the property manager received the request for review).
5. The reviewer will give written notice of the results of the review to the individuals who requested it, within 10 calendar days after the review is completed.
6. The property manager will direct requests for review of decisions to remove eligibility for RGI assistance to the Social Housing Unit. When issuing a decision that a household is no longer eligible for RGI assistance, the property manager will include the City's Request for Review

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form on which the household can request a review of this type of decision (*Refer to the City's sample Request for Review form*).

7. The property manager will provide all documents to the Social Housing Unit that would be relevant to their decision to remove eligibility for RGI assistance when a request is received from the Social Housing Unit.



**Policy 2013-102 of Victoria-Shuter Non-Profit Housing Corporation passed by the Board of Directors at a duly constituted meeting held on April 9, 2013.**