

## Background

The *Social Housing Reform Act* and provincial regulations give applicants to Rent-Geared-to-Income (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.

### ***What kinds of decisions can be reviewed?***

The *Social Housing Reform Act* and the provincial regulations give applicants and tenants the right to a review:

- If they are refused a place on the centralized waiting list
- If they are refused a special priority status
- If they are taken off the centralized waiting list
- 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 provider's special priority needs waiting list.
- If the tenant or applicant disagrees with the size of unit that the household qualifies for

*Note: the regulations do not apply to tenants paying market rents, or applicants for market rent units.*

### ***How are applicants or tenants made aware that they have an opportunity to comment or request a review?***

The Timiskaming Social Housing Registry (TSHR) Manager or a Housing Provider must give members of a household notice of the opportunity to comment on a rent-geared-to-income decision. This notice **must**:

- be in writing
- include a summary of the information
- include a description of the proposed decision
- include a statement that any member of the household may comment on the information

- include a date that will be the last date comments may be received (unless the members of the household waive their right to comment earlier).
- be given within 7 business days after the last notice of decision was made.

### ***How do I request a review?***

When an applicant or tenant receives a notice of decision from the TSHR Manager or Housing Provider which they do not agree with, and they choose to request a review of this decision;

- they must request a review of that decision in **writing**
- they must forward this written request for review **to the agency who made the decision** (either the Service Manager or the Provider)
- they must ensure that this request is received by that agency (Service Manager or Provider) **within 10 (ten) business days after they received the notice of decision.**

### ***Can I withdraw a request for review?***

An individual may withdraw their request to review a decision by giving written notice of the withdrawal to the TSHR Manager or Housing Provider to whom the request was given, but such a withdrawal is not effective if it is received after the review is completed.

### ***How is a review conducted?***

- The review must be completed within 10 business days after the request for the review is received or, completed within 5 business days after the request, if the request is with respect to a special priority related category.
- The Housing Provider or TSHR Manager will notify the household (appellant) of the time, date and location of the review.

- If the appellant wishes to appear before the review committee, they may request to do so.
- The appellant may bring a translator, family member, friends or advocate to the meeting; however, the Chair of the Review Committee may limit the number of advocates in attendance.
- No individual who participated in the making of the decision being reviewed will participate in the review of that decision.
- All requests for reviews will be considered.
- The Review Committee's decision will not be made while the appellant waits.

### ***How and When will I be informed of the Committee's Decision?***

You will be informed of the committee's decision within **five (5) business days** of the meeting, by means of a "**Review Decisions Form**".

### ***Is the Review Committee's Decision Final?***

On the reverse of this form is a Glossary of Terms and explanation of the two levels of the Review Process.

If your review was conducted by the **Internal Review Committee**, and you are not satisfied with the decision of that committee, you can make a request for a second review to be completed by the **External Review Committee**.

If your review was conducted by the **External Review Committee**, **the decision is final**.

## Glossary of Terms

**"TSHR Manager"** refers to the Timiskaming Social Housing Registry. This organization manages the Timiskaming Social Housing Registry of applicants for Rent-Geared-to-Income housing on behalf of the District of Timiskaming Social Services Administration Board.

**"Housing Provider"** refers to any of the corporations providing Rent-Geared-to-Income housing in the District of Timiskaming. These providers are:

- Zone K-1 Veterans Home Corp. in Haileybury
- Kirkland Lake Non-Profit Housing Corp. in Kirkland Lake
- New Liskeard Non-Profit Housing Corp. in New Liskeard
- Cochrane-Timiskaming Native Housing Corp. which manages projects scattered throughout the District of Timiskaming
- District of Timiskaming Social Services Administration Board which manages projects scattered throughout the District of Timiskaming

**"RGI"** refers to Rent-Geared-to-Income Housing. This is a program in which a household's rent is calculated according to their income.

**"Household"** means an individual who lives alone or two or more individuals who live together, and who are either applicants for RGI housing or are tenants of an RGI housing unit.

**"Market Rent, or Market Unit"** means a unit that is in a housing project and that is not a rent-geared-to-income unit.

**"Appellant"** is the household that has requested the review of a decision made concerning their application or housing.

**"Special Needs Household"** means a household that has one or more individuals who require accessibility modifications or provincially-funded support services in order to live independently in the community.

**"Special Priority Household"** means a household that has been given priority due to an abusive situation. *\*under S.25 of O.Reg.298/01*

**"Timiskaming Social Housing Registry"** means the list established for the purpose of managing, holding and tracking of households who wish to be considered for Rent-Geared-to-Income housing.

## Review Committee Structure

The Review Process is designed as a two-level structure:

**1. The Internal Review** process and committee will review decisions at a Housing Provider level and that are specific to that individual provider.

**The Internal Review Committee** will review:

- (a) A decision that a tenant is ineligible for an Internal Transfer
- (b) A decision that refuses an offer of a unit to a household
- (c) A decision respecting the amount of geared-to-income rent payable by the household
- (d) A decision respecting a deferral of geared-to-income rent payable by the household

Each Internal Review Committee will be structured to each Housing Provider's individually established structure and process.

**2. The External Review** process and committee will review decisions pertaining to the Timiskaming Social Housing Registry, relating to the eligibility for RGI assistance, or any other matter that would not be covered by the Internal Review process.

These would include:

- (a) A decision that a household is ineligible for rent-geared-to-income assistance
- (b) A decision that the household is ineligible for special needs housing
- (c) A decision respecting the type of accommodation in which the household may be accommodated
- (d) A decision respecting the category into which the household has been placed on a waiting list.
- (e) A decision that was made by the Internal Review Committee if the client requests a second review
- (f) A referral from the Provider's Internal Review Committee if the Provider feels this is more appropriate

The External Review Committee serves clients through the entire area and consists of 4 committee members that are independent of the original decision and are aware of local issues. The committee is comprised of District of Timiskaming Social Services Administration Board members and/or management staff, Non-Profit Provider Board members and a tenant member.



**District of Timiskaming  
Social Services Administration Board**

## Your Guide to the Review Process

The District of Timiskaming Social Services Administration Board (DTSSAB) is responsible for the administration of social housing throughout Timiskaming.

For more information visit the DTSSAB's website at:

[www.dtssab.com](http://www.dtssab.com)

or call the DTSSAB's Social Housing Program at:

(705) 647-7447 or (800) 627-2944

(705) 567-9366 or (888) 544-5555