



## SOCIAL HOUSING DIRECTIVES

**POLICY NO. 2013-36**

SECTION	SUBJECT	PAGE 1 OF 3
<b>Special Needs Housing</b>	<b>System of Review of Decisions</b>	<b>January 2013</b>

**PURPOSE:**

The Service Manager must have a system for dealing with internal reviews for Special Needs Housing. The review body is responsible for reviews of decisions pertaining to Special Needs Housing:

- Ineligibility for Special Needs Housing
- Ceasing to be eligible for Special Needs Housing
- Priority on the Wait List for Special Needs Housing

**HOUSING SERVICES ACT:**

*A Service Manager shall have a system for dealing with reviews requested (367/11 Chapter 6, Schedule 1 s.155 & s.156).*

**POLICY:**

**Request to Review:**

A member of a Special Needs household may request an internal review of any of the following decisions:

1. Ineligibility for Special Needs Housing.
2. Ceasing to be eligible for Special Needs Housing.
3. Priority on the Wait List for Special Needs Housing.

The request must be received, in writing, ten (10) business days after the household receives a notice of decision. The request for review can be made through the Housing Provider who immediately informs the Service Manager or directly to the Service Manager

The internal review must be completed within ten (10) business days once the request is received.

The household and the Housing Provider will be notified in writing of the internal review decision within five (5) business days of the review.

**County of Huron Social Services – Housing Services**

77722D London Road, RR 5, Clinton, ON N0M 1L0 CANADA

Tel: 519.482.8505 Toll Free 1.888.371.5718 Fax: 519.482.1632

[www.huroncounty.ca](http://www.huroncounty.ca)

For Special Provincial Priority Special Needs applicants, only the applicant and the Housing Provider, not the household, will be notified in writing of the internal review decision within five (5) business days of the review.

No decision will be made contrary to the Residential Tenancies Act, the Co-operative Corporations Act, the Housing Services Act and the Accessibility for Ontarians with Disabilities Act.

**Composition of Review Committee:**

The Review Committee will consist of a quorum of three (3) staff from Housing Providers in the service area.

The Service Manager is responsible for appointing the Review Committee members.

Staff from Housing Providers will be selected based on:

1. Property Management experience.
2. Knowledge of the Rent-Geared-to-Income program and related calculations.
3. Knowledge of the Housing Services Act.
4. Knowledge of other relevant legislation such as the Social Housing Reform Act, the Co-operative Corporations Act, the Residential Tenancies Acts, etc.

The Service Manager will provide training where necessary.

The Service Manager can relieve Review Committee members of their duties through acknowledgment of concerns.

Members of the committee will not be financially compensated for participating on the Review Committee.

**Review Process:**

The Review Committee will consider all requests for review submitted in accordance with the requirements of the Housing Services Act.

A review of decision will be undertaken by a quorum of three (3) Committee members.

The three participating Review Committee members:

- Cannot have participated in original decision
- Cannot have discussed the original decision with the decision maker prior to review
- Cannot be associated with the Housing Provider whose decision is under review

The Review Committee will operate by majority consensus.

The Service Manager will solicit necessary documentation from both the applicant and Housing Provider for the Review Committee.

The Review Committee will make decisions based on submitted written documentation unless the Service Manager finds that there is extenuated circumstances that requires the Review Committee to meet with the applicant and the Housing Provider.

If the Review Committee meets with the applicant, the applicant may bring a translator, family members, friends, or other advocates of their choice.

The Review Committee will have access to legal opinion if necessary. Payment of legal expenses is the responsibility of the Housing Provider whose decision is under review.

Decisions of the Review Committee are final.

**APPROVED BY:**

Dave Overboe  
Director, Social and Property Services Department