

**Hastings County Community and Human Services  
Housing Services  
Administrative Policies and Procedures**

<b>SUBJECT :</b> Decisions and Internal Reviews Policy		
<b>APPROVED BY :</b> Hastings County Council		
<b>POLICY #:</b> H.P. / H.L.H.C. 2		
<b>ORIGINAL ISSUED</b>	<b>SUPERCEDES</b>	<b>CURRENT VERSION</b>
March 2002	November 2016	June 2020

**PURPOSE**

The purpose of the Decisions and Internal Reviews Policy is to establish if the *Housing Services Act, 2011* Part VII Prescribed Housing Providers and the Hastings Local Housing Corporation or the Service Manager should handle Internal Reviews requested by the Tenant or Applicant.

**SCOPE**

This policy will apply to *Housing Services Act, 2011* Part VII Prescribed Housing Programs and the Hastings Local Housing Corporation.

**REQUIREMENT**

The *Housing Services Act, 2011*, and the Regulations that accompany it, give tenants and applicants of social housing the right to a review of certain decisions made by the Housing Provider. The *Act* states;

A member of a household may, on behalf of the household, request a review of the following decisions:

1. A determination, under subsection 45 (1), that the household is not eligible for rent-g geared-to-income assistance;
2. A determination, under subsection 46 (1), of the size and type of unit that would be permissible if the household received rent-g geared-to-income assistance;
3. A determination, under subsection 48 (1), that the household is not included in a category given priority over other categories;
4. A determination, under subsection 50 (1), of the amount of rent payable by the household;
5. A determination, under subsection 52 (1), that the household is no longer eligible for rent-g geared-to-income assistance;

6. A determination, under subsection 61 (1), that the household is not eligible for special needs housing;
7. A determination, under subsection 63 (1), that the household is not included in a category given priority over other categories;
8. A determination, under subsection 65 (1), that the household is no longer eligible for special needs housing.

The Service Manager is required to have a system in place for handling Internal Reviews requested by an Applicant or Tenant. The Service Manager may handle Internal Reviews themselves or delegate that responsibility to Housing Providers or a third party. The Regulations set out the decisions that can be appealed and the rules for appeals.

### **RESPONSIBILITY**

Housing Providers will handle all reviews on behalf of the Service Manager.

### **REFERENCES**

*Housing Services Act, 2011*, s. 155, 156  
Ontario Regulation 367/11, s.138-139