

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

SUBJECT : Internal Review Policy		
APPROVED BY : Hastings County Council		
POLICY #: H.L.H.C. 5		
ORIGINAL ISSUED	SUPERCEDES	CURRENT VERSION
March 2002	November 2016	April 2020

PURPOSE

The purpose of the Internal Review policy is to establish the manner in which Internal Reviews are conducted by the Hastings Local Housing Corporation.

SCOPE

The policy applies to the units directly managed by the Hastings Local Housing Corporation and the Hastings County Social Housing Registry.

DEFINITIONS

An “Internal Review” is a process by which an Applicant or Tenant can request an independent review of an original decision made by the Hastings Local Housing Corporation.

REQUIREMENT

The Hastings Local Housing Corporation is required under the *Housing Services Act, 2011* to conduct Internal Reviews requested by Applicants or Tenants for the following decisions subject to an appeal:

- The household is ineligible for rent geared-to-income assistance;
- The household is ineligible for special needs housing;
- Type of accommodation in which the household may be accommodated (i.e., number of bedrooms);
- The category into which the household has been placed on a waiting list (special priority or urgent housing status, for example);
- The amount of geared-to-income rent payable by the household;
- A deferral of geared-to-income rent payable by the household.

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RESPONSIBILITY

The Hastings Local Housing Corporation Manager or Delegate will conduct an Internal Review by adhering to the following procedures;

- The Manager or Delegate(s) must not have been involved in nor have discussed the original decision;
- The Internal Review must be conducted within 10 business days from receiving the written request for an appeal, 5 business days if the appeal pertains to a special priority status decision;
- The Applicant or Tenant must be informed of the decision made as a result of the Internal Review in writing within 10 business days from the review date, 5 business days from the review date if the decision pertains to special priority status;
- The decision that is made as a result of the Internal Review is final.

REFERENCES

Housing Services Act, 2011
Ontario Regulation 367/11 s. 138, 139