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

SUBJECT : Decisions and Internal Reviews Policy		
APPROVED BY : Hastings County Council		
POLICY #: H.P. / H.L.H.C. 2		
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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-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-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-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