



## HFS Internal Review Policy

Tenants are entitled to request an internal review of decisions made by housing staff on the following:

1. A decision that the household is ineligible for rent-geared-to-income assistance.
2. A decision that the household is ineligible for special needs housing.
3. A decision respecting the type of accommodation in which the household may be accommodated.
4. A decision respecting the category into which the household has been placed on a waiting list.
5. A decision respecting the amount of geared-to-income rent payable by the household.
6. A decision respecting a deferral of geared-to-income rent payable by the household.

Tenants will be notified of their right to request an internal review when any of these decisions are made by the staff at Homes First by way of the "Notice of Decision" form. Tenants are directed to request an internal review in writing (a "Request for Internal Review" form).

The Chief Executive Officer or designate will conduct the Internal Review within ten (10) working days of receipt of the written request for the Internal Review. The Chief Executive Officer or designate will review and verify documentation and calculations completed on the "Rent Calculation Worksheet" relating to the reviewable decisions listed above. The Chief Executive Officer or designate is not empowered to change any decision unless the review of documentation or calculations determines that errors have been made.

When the Chief Executive Officer or designate have completed the Internal Review, the tenant(s) will be notified in writing of the decision. The decision of the Chief Executive Officer or designate is final and is not subject to further appeal. If there is a change of the rent-geared-to-income charge, notice will be made in accordance with the *Social Housing Reform Act*.

### Reviews of Decisions to Remove Eligibility for RGI Assistance

Homes First Society must direct requests for review of decisions to remove eligibility for RGI assistance to the Social Housing Unit. When the Homes First Society RGI Administrator issues a decision that a household is no longer eligible for RGI assistance, we must use the City's Notice of Decision - Loss of Eligibility for RGI Assistance form. You must attach the City's Request for Review form (please see "Request for Review Form").

If the Social Housing Unit receives a review request (regarding loss of eligibility for RGI assistance) the City will require the RGI Administrator to send all documents relevant to decision to the Social Housing Unit.

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- Created on November 11, 2015.
  - Updated and approved by HFS Management Team on July 23, 2019.
  - This Policy applies to all Homes First housing.