

Christian Senior Citizens Home Association

Policy Name:	Internal Review Policy
Contact Officer:	Susan Hoekstra, 519-352-0553
Date Approved by Board of Directors:	October 30 th , 2002
Date Approved by General Membership	N/A
Date Certified:	N/A

Reference:

Social Housing Reform Act 2000, 298/01, Part VIII, Sect 55-59
Social Housing Reform Act 2000, 339/01, Part IV, Sect 9
Social Housing Reform Act 2000, 339/01, Part IV, Sect 17-20

Composition:

President, Vice-President, Recording Secretary and Treasurer.

Mandate:

1. The committee will handle tenant or applicant requests for review of the following types of decisions:
 - a. Tenant selection
 - b. RGI subsidies
 - c. Overhousing
 - d. Special Needs designation
 - e. Internal Transfers
2. The committee will not make decisions, which are contrary to the law, or clearly against the spirit or the intent of board-approved policies. It will, however consider exceptional circumstances, which may not have been considered when the policies were made.
3. The committee will use precedent in making its decisions, and will aim to treat all applicants and tenants equitably.
4. The committee will also consider the impact of its decision on the appellant, other tenants or applicants, on the non-profit staff, and on the well-being of the non-profit

Schedule:

The Chair of the committee will notify all committee members if there is a review. A meeting will then be scheduled.

Setting the Agenda:

1. When the Board of Directors received a written request for review, they will complete the Request for Review Form (attached), attached it to the appellant's letter, fax it, along with any documents used to make the original decision, to the Chair of the committee. They will also make a copy for each committee member to be handed out at the meeting.
2. The Board of Directors will also notify the appellant when their case will be heard. If appellants wish to appear before the committee, they will schedule their appearance.

Review Process:

1. The committee will normally operate by consensus.
2. Appellants may bring a translator, family members, friends or other advocates for their choice. The chair may limit the number of advocates at his/her discretion.

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3. Decisions will not normally be made while the appellant waits, even if they have been present.
4. During and following the meeting, the chair will complete a Decisions Form (attached) for each appellant, documenting the decisions made and the reason for the decision.
5. The Chair will inform the appellant of the decision within five business days of the meeting. She will also place one copy of the Declarations Form into the internal review file, and one copy in the tenant's file, if one exists.

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Request for Review Form

Date: _____

Name of appellant: _____

Appellant's phone number: _____

Date appeal letter was received: _____

Decision being appealed:

- Refused place on special needs waiting list
- Not offered a unit
- Made ineligible for subsidy
- Disputed subsidy calculation
- Declared overhoused
- Refused to transfer

What were the reasons for your decision?-

What options have already been discussed with the appellant?

Is there other information the committee needs to make a decision?

