

New Beginnings Non-Profit Housing

Policy Name:	Internal Appeal and Procedure Policy
Contact Officer:	Marwick Property Management, 519-354-6881
Date Approved by Board of Directors:	February 10 th , 2004
Date Approved by General Membership	N/A
Date Certified:	N/A

Reference:

Social Housing Reform Act 2000, 298/01, Part VIII, Sect 55-58
Social Housing Reform Act 2000, 339/01, Part IV, Sect 9
Social Housing Reform Act 2000, 339/01, Part IV, Sect 17-20

Composition:

The Internal Review Committee is made up of a minimum of 3 members of the Board of Directors.

Mandate:

1. The committee will handle tenant or applicant requests for reviews of the following types of decisions:
 - a. Tenant Selection;
 - b. RGI subsidies;
 - c. Overhousing;
 - d. 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 equally.
4. The committee will also consider the impact of its decisions on the appellant, other tenants or applicants, on the non-profit staff, and on the well being of the non-profit.

Schedule:

A committee meeting will be scheduled in an appointed place upon receipt of any written appeals. This meeting will be held within 10 days of receipt of the appeal **unless** the appeal is for a Special Priority Applicant, in which case this must be held within 5 days of receipt of appeal. The acting Chair will notify all committee members.

Setting the agenda:

When the property manager receives a written appeal, he/she will complete the Request for Review Form (attached), attach it to the appellant's letter, and forward it along with any documentation used to make the original decision, to the acting committee Chair. He/she will also make a copy for each committee member to be handed out at the meeting.

The property manager will also notify the appellant when their case will be heard. If appellants wish to appear before the committee, he/she will schedule their appearance at the meeting.

Review Process:

1. The committee will normally operate by consensus with one member acting as Chair.
2. Appellants may bring a translator, family members, friends, or other advocates of their choice.

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The acting Chair may limit the number of advocates at his/her discretion.

3. The property manager may also attend the meeting to present information but may not participate in making the decision.
4. Decisions will not normally be made while the appellant waits, even if they have been present.
5. During and following the meeting, the acting Chair will complete a Decision Review Form (attached) for each appellant, documenting the decision made, and the reasons for the decision. These forms will be forwarded to the property manager the day after the meeting.

The property manager will inform any appellant of the decision in writing within 5 business days of the meeting. He/she will also place one copy of the Decision Review Form into the internal review file and one copy in the tenant's file, if one exists.