

Park Street United Wedgewood Place

Policy Name:	Appeal Policy
Contact:	Arnsby Limited, 519-455-6080
Approved by Board of Directors:	N/A
Approved by General Membership:	N/A
Certified:	October 30 th , 2002

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

General Statement:

Every effort will be made to resolve review and complaint quickly and to the satisfaction of all parties if possible.

Background:

The *Social Housing Reform Act* gives tenants and applicant for housing the right to an internal review of any decision made by the housing provider regarding:

1. the amount of geared-to-income rent
2. deferral of rent
3. refusal to offer unit

Policy:

1. All tenant complaints shall first be discussed with the on site superintendent. All applicant complaint shall be discussed with the Property Manager or his designate. Should the complaint not be resolved between the on site superintendent and the tenant the on site superintended shall discuss it with the property manager.
2. The property manager shall discuss the matter with the tenant/applicant and submit the decision, in writing to the tenant/applicant within seven business days.
3. The tenant/applicant has ten days to appeal the written decision given by the property manager in section 2.
4. Upon notice of appeal the Property Manager arranges a meeting between two members of the Board and the tenant/applicant. Such meeting is to take place within four days of the Property Manager receiving the notice of appeal by the tenant/applicant.
5. After such meeting the Board Members have two days to present to the tenant/applicant their decision in writing. The tenant/applicant shall have two days to notify the Board Members of its intention to appeal to the Housing Tribunal should it intend to do so.

This policy is subject to change.