

Policy

Subject: Internal Review

Policy Number: 2021-21

Effective Date: November 2, 2023

Approved by: NCHC Board of Directors

Reviewed by: NCHC General Manager

Purpose/Overview

To establish an internal review system for Northumberland County Housing Corporation (“NCHC”) to ensure transparency with respect to prescribed decisions under the *Housing Services Act, 2011* (“HSA”) that affect individuals in rent-geared-to-income (“RGI”) units.

Policy

Tenants are able to request an internal review of decisions made by NCHC, which are prescribed under the HSA. Should a tenant disagree with the internal review completed by NCHC, they are able to request a review by the County by following the steps outlined in Northumberland County’s Review Panel Directive 2021-02.

If the tenant’s file has been sent to the Eligibility Review Officer (ERO) for the removal of a subsidy, and the tenant has requested a review of the original decision at the same time, the caseworker will wait for the outcome of the ERO decision before processing any review request.

If the ERO decision has not been made within 10 days of the caseworker receiving the request for the review of a decision, the caseworker will begin the review process.

Procedures

As prescribed under section 156 of the HSA, a household may request a review of a decision made by NCHC under one of the following areas:

- Ineligibility for RGI assistance;
- The size and type of unit that a household is eligible for;
- The household not being included in a category given priority over other categories;
- Amount of RGI payable by the household;
- Losing eligibility for RGI assistance; and/or
- Losing eligibility for special needs housing.

A written request for a review of an appealable decision as described within this policy may be accepted by NCHC within 30 calendar days of the date that the notice was provided. Under exceptional circumstance, NCHC may accept an oral request for a review or may extend the time for submitting a written request beyond 30 calendar days. The request must include a copy of the notification of the original decision.

The original decision maker will review the request. The benefit of this reconsideration is to avoid any unnecessary reviews by the County Review Panel as further information may be received that will support an alternative decision.

If the original decision is changed after reconsideration, NCHC must notify the household of the new decision and the right to request a County Review of the new decision within 10 business days after the new decision was made.

If the original decision is upheld after reconsideration, NCHC must notify the household that the original decision has been upheld, and NCHC must provide information to the tenant/member about requesting a County Review with the Review Panel.

The County Review Panel will provide notice of a decision and their rationale to both the tenant and NCHC within 5 business days of the decision being made.

A tenant may withdraw a request for a review at any time in writing.

Repealed Policy

2013-15 Northumberland County Review Panel (Internal Review)

Legislative Authority

Housing Services Act, s. 155 – 159.

Ontario Regulation 367/11, s. 138.

Cross Reference

Policy 2021-14 Misrepresentation/Subsidy Eligibility

Northumberland County Directive 2021-02 County Review