



**UNITED COUNTIES OF LEEDS & GRENVILLE
COMMUNITY & SOCIAL SERVICES DIVISION
COMMUNITY HOUSING DEPARTMENT**

Date: April 8, 2003

Number: 2003-07

The policies and procedures in this Directive are to be implemented by housing providers/cooperatives funded by the Municipality under the following programs.

Provincial Non Profit Housing Providers	Federal Non Profit Housing Providers
<input checked="" type="checkbox"/> Gananoque Family Housing Inc.	<input checked="" type="checkbox"/> Athens & District Non Profit Housing Corporation
<input checked="" type="checkbox"/> Gananoque Housing Inc.	<input checked="" type="checkbox"/> Marguerite Residence Corporation
<input checked="" type="checkbox"/> Legion Village 96 Seniors Residence	<input checked="" type="checkbox"/> Gananoque Housing Inc.
<input checked="" type="checkbox"/> Township of Bastard & South Burgess Housing Corp.	Federal/Provincial Cooperative Housing
<input checked="" type="checkbox"/> Brockville Municipal Non Profit Housing Corporation	<input checked="" type="checkbox"/> Shepherds Green Cooperative Homes Inc.
<input checked="" type="checkbox"/> Community Housing Provider	<input checked="" type="checkbox"/> Rent Supplement Program

Please note: If your program is not checked, this Directive does not apply to your program

SUBJECT: OPPORTUNITY TO COMMENT AND INTERNAL REVIEW

The Social Housing Reform Act 2000 (SHRA), Section 82 and O. Regulation 298/01, Section 57 And 58 provide for an Internal Review to be undertaken by the Service Manager should a household not agree with decisions in six specific areas. Decisions which are subject for Internal Review are:

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

BACKGROUND:

The Opportunity to Comment and Internal Review policy was developed in collaboration with the staff of the Community Housing Department and the Non-Profit/Co-operative Housing Providers.

BACKGROUND (continued)

The policy and procedure supports the Rent-Geared-to-Income Guidelines and sets up a standardized approach for ensuring that applicants/tenants/members are given the opportunity to comment where applicable and also advised of their right to an Internal Review.

Non-Profit/Co-operative Housing Providers are encouraged to adopt this policy which provides a framework for the issues of opportunity to comment and internal review.

ACTION TO BE TAKEN: It will be the responsibility of the Community Housing Department Team Leaders to ensure implementation and adherence to the policy on Opportunity to Comment and Internal Review. Non-Profit/Co-operative Housing Administrators and Team Leaders, Community Housing Department are required to become familiar with the policy and should share the policy with their respective Board Members and Staff. Team Leaders of Community Housing will need to communicate the policy and procedure with their staff members to ensure compliance.

SOCIAL HOUSING REFORM ACT 2000 REFERENCE:

O. Reg. 298/01, section 55, 56, 57 and 58 amended to 452/01, 59, 80, 81, 82
Rent Geared to Income Implementation Guidelines 11 (inclusive)

If you have any questions, please contact the following:

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Date

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