



**REQUEST FOR INTERNAL REVIEW**  
For Housing Access Dufferin Applicants

You have received a Notice (such as a letter or form) outlining a decision made by Housing Access Dufferin. As an applicant, you have the right to appeal certain decisions. You may request an Internal Review, which is completed by County of Dufferin staff who were not involved in the original decision.

To request an Internal Review, please complete this form, attach all supporting documents and submit to the Housing Access Dufferin office.

Your request will be forwarded to an individual who did not participate in the original decision and may contact you or your listed contacts for additional information.

If you decide to withdraw your request, you may do so by providing written notice to Housing Access Dufferin. For more information, please refer to the details on the back of this form.

**Please provide your reasons for disagreeing with the decision on the page below or on a separate piece of paper.**

<b>APPLICANT(S)</b>	
<b>ADDRESS</b>	
<b>DAYTIME TELEPHONE #</b>	<b>ALTERNATE #</b>

If you choose, you may provide names of people who may be able to verify your situation or speak on your behalf. Please list these people below and provide their daytime phone number.

CONTACT PERSON	PHONE #:
CONTACT PERSON	PHONE #:

**By signing below, you declare that the information that you have given on this form and the attached documents is true and complete and that you wish to appeal the decision made by Housing Access Dufferin.**

SIGNATURE	DATE
SIGNATURE	DATE

**Complete all sections of the form and submit the form to:**  
**County of Dufferin, Housing Services, 30 Centre St, Orangeville ON, L9W 2X1 or fax to 519-941-0271, or email to [had@dufferincounty.ca](mailto:had@dufferincounty.ca)**

For free, independent legal advice to help with your appeal please call **1-800-668-8258** or visit <https://www.legalaid.on.ca/legal-clinics/> for your local Community Legal Services Clinic.

## Request for an Internal Review

Applicant's Signature	Date
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## The Internal Review

Under the *Housing Services Act, 2011 (HSA)*, several types of decisions can be reviewed internally. An Internal Review is an efficient, impartial and informal review of a decision to ensure that it is consistent with the legislation, regulations and policy directives.

The Internal Review process for rent-geared-to-income applicants, as required under the *Housing Services Act, 2011 (HSA)*, is as follows for the County of Dufferin:

### Requests for Internal Reviews

An individual may ask for an Internal Review of any of the following decisions of Housing Access Dufferin:

1. A decision that the household is ineligible for rent-geared-to-income assistance.
2. A decision that the household is ineligible for special needs housing.
3. A decision respecting the type of accommodation in which the household may be accommodated.
4. A decision respecting the category into which the household has been placed on a waiting list.
5. A decision respecting the amount of geared-to-income rent payable by the household.
6. A decision respecting a deferral of geared-to-income rent payable by the household. (HSA, 2011).
7. A determination, under subsection 63 (1), that the household is not included in a category given priority over other categories.
8. A determination, under subsection 65 (1), that the household is no longer eligible for special needs housing.
9. A decision prescribed for the purposes of this paragraph. 2011, c. 6, Sched. 1, s. 156.

### When reviewable decision is final

A decision becomes final if you don't request an Internal Review by the deadline stated on your notice.

## **Requests for Internal Reviews**

A request must be submitted by the applicant in writing using the County's "Request for Internal Review" form. This form must be received by the Housing Access Dufferin office within thirty (30) days of the original decision notice.

The Service Manager may extend the time for requesting a review if the Service Manager is satisfied that you acted in good faith and were unable to comply because of absence, accident, illness or some other reason beyond your control.

Only the individual who originally requested special priority status may ask for a review of the decision.

You may cancel your request to review a decision by giving written notice to your Service Manager or the Housing Access Dufferin office, but you cannot do so if the review has been completed.

## **Internal Review Process**

No individual who participated in the making of the decision being reviewed shall participate in the review of that decision. Both you and Housing Access Dufferin will be able to submit information to the Service Manager.

Once the Service Manager has received the request for the Internal Review, County staff and the Service Manager will review the information submitted regarding the decision. You and/or your contacts may be called for more information, if needed.

The Service Manager will disclose its decision within five (5) business days. Results of the review will be given in writing to you, with a copy sent to Housing Access Dufferin.

**All internal review decisions made by the County of Dufferin are final.**