



COMMUNITY SERVICES

REQUEST FOR INTERNAL REVIEW
For Housing Access Dufferin Applicants

As an applicant, you have the right to appeal certain decisions made by Housing Access Dufferin.

Please attempt to resolve all matters with Housing Access Dufferin directly by discussing the situation with them and providing them with information that may allow them to change the decision. If you are unable to resolve the matter directly with your Housing Access Dufferin, you may request an Internal Review by the County of Dufferin, who is the Service Manager in Dufferin County. All Internal Reviews are completed by County staff not involved in the original decision.

To ask for an Internal Review, please complete this form and attach the required documents.

Please submit the completed form and documents in a sealed envelope to the Housing Access Dufferin office. It will be directed to the County of Dufferin, who will contact you or those whom you have listed as contacts for further information on the matter.

Should you change your mind and want to cancel your request, you may do so by giving written notice to Housing Access Dufferin. Requests to cancel a review that are received after the review has taken place will be denied.

For Detailed Information on the Internal Review Process, please read the information on the reverse side of this form.

Form with fields: APPLICANT(S), ADDRESS, DAYTIME TELEPHONE #, ALTERNATE #

You have been given a Notice (e.g., a letter or form) regarding the decision of Housing Access Dufferin. Please provide a photocopy of this Notice along with this form.

On a separate piece of paper, please write your reasons for disagreeing with the decision that Housing Access Dufferin has made.

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 here and provide their daytime phone number.

Table with 2 columns: 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.

Table with 2 columns: SIGNATURE, DATE

Legal Advice
For free, independent legal advice to help with your appeal, call:
North Peel and Dufferin Community Legal Services at:
1-866-455-0160

Please return this completed form to:
Housing Access Dufferin
30 Centre Street
Orangeville, ON L9W 2X1

COUNTY OF DUFFERIN

30 Centre Street, Orangeville, ON L9W 2X1 | 519.941.6991 | dufferincounty.ca

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).

When reviewable decision is final

A decision that is reviewable by an Internal Review is final when the time for requesting the Internal Review (as written on the notice given to you) expires, if no Internal Review is requested within that period.

Requests for Internal Reviews

A request must be in writing and given to the Housing Access Dufferin office, on the County's form, "Request for Internal Review."

A request by you must be received by the Housing Access Dufferin office within thirty (30) days after the day you receive the notice of the decision.

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.

A request to review a decision regarding a special priority household category application may be given only by the individual who made the request for inclusion.

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.

Conduct of Internal Review hearings

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 present cases to the Service Manager.

After receipt of a request for a review of a decision, Housing Access Dufferin shall disclose the information that led to the decision to you, if you did not receive this information before making the request.

It is hoped that resolution will be sought with Housing Access Dufferin before an Internal Review request is made, and that Internal Reviews will only be required when resolution cannot be reached.

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

The Service Manager will disclose its decision to both parties within five (5) business days.

Results of the review will be given in writing to you, with a copy sent to Housing Access Dufferin.

The Service Manager may substitute their decision for the decision being reviewed. All decisions of the County of Dufferin are final.