

INTERNAL REVIEW POLICY

Approved by the Board of Directors Pathway Non-Profit Community Developments
Inc. of Peel
(Pathway)

On February 28, 2006

Background

RGI tenants have a **right** to a review of the following decisions of the Property Administrator:

- If RGI subsidy has been removed
- If they believe their RGI subsidy has been calculated incorrectly, or based on wrong information.
- If the household is declared overhoused
- Internal transfers issues

Should the household disagrees with any of the above decisions they can request a meeting with the Property Administrator in order to present an objection or provide an additional information, which can effect the decision.

If the household still does not agrees with the outcome of the meeting with the Property Administrator, they can appeal the decision to the General Manager within 10 calendar days. The General Manager must review objections to the original decision and provide a written answer to the household within 10 business days.

Should the household still disagree with the outcome of the communication with the General Manager, the appeal can be addressed to the Service Manager.

Pathway Internal Review process shall not allow making decisions, which are contrary to the law, or clearly against the spirit or the intent of board-approved policies. It will, however, consider exceptional circumstances, which may not have been considered when the policies were made.

Established precedents shall be used in making decisions. All tenants shall be treated equitably without exceptions.

Information, which was received from the third party and influenced the decision of the Management, can be appealed in accordance with the established rules and procedures to the Peer Review Committee set up by the Service Manager.

Review Process

Purpose:

To handle tenant's requests for reviews of the following types of decisions:

- RGI subsidies
- RGI eligibility
- Overhousing
- Internal Transfers
- Maintenance complains

Schedule and Procedures

Appropriate Pathway staff will carry out review of each case or schedule a meeting with the household upon receipt of the written requests from any member of the household over 16 years of age. All stages of the internal review must be completed within 10 days of the receipt of the appeal.

When the Property Administrator receives a written request for a review, she will complete the Request for Review Form (attached). She will also notify the appellant of the time and the place of the meeting.

Appellants may bring a translator, family members, friends, or other advocates of their choice.

Decisions will not normally be made while the appellant waits.

After the meeting with the appellant, the appropriate Pathway staff will complete a Decisions Form (attached) for each appellant, documenting the decisions made, and the reasons for the decision.

The Property Administrator will inform the appellant of the decision within 3 business days of the meeting. They will also place one copy of the Decision Form into the internal review file, and one copy in the tenant's file.

Request for Review Form

Date: _____

Unit #: _____ Forest Ridge/Arbour Mill

Tenant's phone number: _____

Date: _____

Decision being appealed:

- made ineligible for subsidy
- misrepresentation of family income or family composition
- disputed subsidy calculation
- declared overhoused
- internal transfer issue
- Other _____

What were the reasons for your appeal?

Is other information pertaining to this case available?

Name _____

Signature _____

Name _____

Signature _____

Received by the Pathway Office _____

Review Decisions Form

Date: _____

Name of appellant: _____

Date appeal letter was received: _____

Decision being appealed:

- made ineligible for subsidy
- misrepresentation of family income or family composition
- disputed subsidy calculation
- declared overhoused
- internal transfer issue
- Other _____

Decision of the Reviewer

Reasons for the Decision

Action Needed

Recommendations
