



**District of Timiskaming
Social Services Administration Board**

**Your Guide to the
Review Process**

The District of Timiskaming Social Services Administration Board (DTSSAB) is responsible for the administration of social housing throughout Timiskaming.

For more information visit the DTSSAB's website at:

www.dtssab.com

or

call the DTSSAB's Social Housing Program at:

705-647-7447 or 800-627-2944

705-567-9366 or 888-544-5555

Background

The *Housing Services Act* and provincial regulations give applicants to Rent-Geared-to-Income (RGI) housing, RGI tenants, and tenants with special needs, the right to ask for a review of certain decisions. The regulation also sets out some rules and timelines for handling these reviews.

What kinds of decisions can be reviewed?

The *Housing Services Act* and the provincial regulations give applicants and tenants the right to a review of a decision for the following reasons:

- If they are deemed to be ineligible for special priority status
- If they are deemed to be ineligible for RGI housing and consequently cancelled from the centralized waiting list
- If they believe their RGI subsidy has been calculated incorrectly, or based on wrong information
- If the household is declared overhoused
- If an applicant is not offered a unit when the household is next on the list
- If the applicant is determined to be ineligible for special needs housing
- If the tenant or applicant disagrees with the size of unit that the household qualifies for

Note: the regulations do not apply to tenants paying market rents, or applicants for market rent units.

How are applicants or tenants made aware that they have an opportunity to request a review of a decision?

The District of Timiskaming Social Service Administration Board (Service Manager) or a Housing Provider shall provide members of a household with information on the review process on a rent-geared-to-income, special priority or special needs eligibility decision. This notice shall:

- be in writing
- include a summary of the information
- include a description of the proposed decision
- include a statement that any member of the household may request a review of the decision
- include a timeframe by which a review of the decision can be requested (21 business days).
- be given to the household within 10 business days after the last notice of decision was made for special priority and 14 business days for all other decisions

How do I request a review?

When an applicant or tenant receives a notice of decision from the Service Manager or Housing Provider which they do not agree with, and they choose to request a review of this decision the household must;

- request a review of that decision in **writing** (a form is available on the website)
- forward this written request for review **to the agency who made the decision** (either the Service Manager or the Housing Provider)
- ensure that this request is received by that agency (Service Manager or Provider) **within 21 business days after they received the notice of decision.**

Can I withdraw a request for review?

An individual may withdraw their request to a review a decision by giving written notice of the withdrawal to the Service Manager or Housing Provider to whom the request was given, but such a withdrawal is not effective if it is received after the review is completed.

How is a review conducted?

- The review must be completed within 14 business days after the request for the review is received or, completed within 10 business days after the request, if the request is with respect to a special priority related category.
- The Housing Provider or Service Manager will notify the household of the time, date and location of a review meeting.
- If the household wishes to appear before the review committee, they may request to do so in writing to the agency who made the decision.
- The household may bring a translator, family member, friends or advocate to the review committee meeting; however, the Chair of the Review Committee may limit the number of advocates in attendance at his/her sole discretion.
- No individual who participated in the making of the decision being reviewed will participate in the review of that decision.
- All requests for reviews will be considered.
- The Review Committee's decision will not be made while the household waits; however, a decision will be made by the Review Committee that same day.

How and when will I be informed of the Committee's Decision?

You will be informed of the Review Committee's decision within **5 business days** of the meeting, by means of a "**Review Committee Decision Form**". The decision will be sent to you by regular mail or email.

Is the Review Committee's Decision Final?

Yes the decision of the **Review Committee is final.**

If you are not satisfied with the decision of the review committee, you can make a request in writing for a meeting with the review committee to provide an explanation of the decision however the review committee will not be able to reverse the decision.

Glossary of Terms

"Service Manager" refers to the District of Timiskaming Social Services Administration Board. This organization manages the Timiskaming Social Housing wait list of applicants for Rent-Geared-to-Income housing throughout the Timiskaming District as legislated through the Housing Services Act (HSA). This organization also owns and manages the public housing portfolio in Timiskaming.

"Housing Provider" refers to any of the organizations providing Rent-Geared-to-Income housing in the District of Timiskaming. These organizations are:

- Royal Canadian Legion Zone K-1 Veterans Home Corp. in Haileybury
- Kirkland Lake Non-Profit Housing Corp. in Kirkland Lake
- New Liskeard Non-Profit Housing Corp. in New Liskeard
- Cochrane-Timiskaming Native Housing Corp. which manages projects scattered throughout the District of Timiskaming
- District of Timiskaming Social Services Administration Board which manages projects scattered throughout the District of Timiskaming

"RGI" refers to Rent-Geared-to-Income Housing. This is a program in which a household's rent is calculated according to their income.

"Household" means an individual who lives alone or two or more individuals who live together, and who are either applicants for RGI housing or are tenants of an RGI housing unit.

"Market Rent or Market Unit" means a unit that is located in a housing provider building and that is not an RGI unit.

"Special Needs Household" means a household that has one or more individuals who require accessibility modifications or provincially-funded support services in order to live independently in the community.

"Special Priority Household" means a household that has been given priority due to an abusive situation. **under S.54 of O.Reg.367/11.*

Review Committee Structure

If you do not agree with a decision you can request a review of this decision by the Review Committee. The review process is designed as follows:

The Review Committee will review decisions that are received in writing within the required timelines and may include but are not limited to the following:

- (a) A decision that a tenant is ineligible for an Internal Transfer
- (b) A decision that refuses an offer of a unit to a household
- (c) A decision respecting the amount of geared-to-income rent payable by the household
- (d) A decision respecting a deferral of geared-to-income rent payable by the household
- (e) A decision that a household is ineligible for rent-geared-to-income assistance
- (f) A decision that the household is ineligible for special needs housing
- (g) A decision respecting the type of accommodation in which the household may be accommodated
- (h) A decision respecting the category into which the household has been placed on a waiting list.
- (i) A decision that declines a request for special priority status

The Review Committee serves clients through the entire District and consists of three (3) committee members that are independent of the original decision. The committee will be comprised of any three (3) members from the following organizations: District of Timiskaming Social Services Administration Board staff, Kirkland Lake Non-Profit Housing staff, New Liskeard Non-Profit staff, Royal Canadian Legion Zone K-1 Veterans Home Corporation staff, and Cochrane-Temiskaming Native Housing staff.

Only participants that have knowledge of the provisions of the Housing Services Act and corresponding Regulations may participate on the review committee. The chair of the Review Committee will determine the review committee members for each hearing unless the chair was involved in the original decision. The chair will default to the Service Manager designate who will be the Social Housing Manager.