

**Internal Review Policy  
Chatham Hope Non Profit Housing**

**Passed by the Board of Directors**

**Approved date: June 24, 2002**

**Last reviewed date: November 30, 2009**

**Last approved revision date: January 25, 2010**

**Composition:** The Internal Review Committee is made up of a minimum of 3 members of the Board.

**Mandate:**

1. The committee will handle tenant or applicant requests for reviews of the following types of decisions:

- Tenant selection
- RGI subsidies
- Overhousing
- Special needs designation (*if applicable*)
- Internal transfers

\*Note: Special Priority Internal Review decisions are handled by the Service Manager as of August 1, 2007.

2. The committee will not make 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.

3. The committee will use precedent in making its decisions, and will aim to treat all applicants and tenants equitably.

4. The committee will also consider the impact of its decisions on the tenant seeking the internal review, other tenants or applicants, on the non-profit staff, and on the well-being of the non-profit.

**Schedule**

A committee meeting will be scheduled in the Board room at an appointed place upon receipt of any written appeals. This meeting will be held within 10 days of receipt of the appeal. The Chair will notify all committee members.

**Setting the agenda**

When the property manager receives a written request for review, he or she will complete the Request for Review Form (attached), attach it to the request for the internal review, and fax it, along with any documentation used to make the original decision, to the Chair. A copy of the documentation will also be made for each committee member to be handed out at the meeting.

The property manager will also notify the tenant seeking the internal review when their case will be heard. If the tenants seeking the internal review wish to appear before the committee, he or she will schedule their appearance at the meeting.

### **Review Process**

1. The committee will operate by consensus with one member acting as Chair.
2. The tenants seeking the internal review may bring a translator, family members, friends, or other advocates of their choice. The acting Chair may limit the number of advocates at his/her discretion.
3. The property manager may also attend the meeting to present information.
4. Decisions will not normally be made while the tenant seeking the internal review waits, even if they have been present.
5. During and following the meeting, the Chair will complete a Decisions Form (attached) for each tenant seeking the internal review, documenting the decisions made, and the reasons for the decision. These forms will be faxed or otherwise communicated to the property manager the day after the meeting.
6. The property manager will inform the tenant seeking the internal review of the decision within 5 business days or longer, as set out in policy, of the meeting. He or she will also place one copy of the Decisions Form into the internal review file, and one copy in the tenant's file.



Patricia Planting, President  
January 2010

**Request for Review Form**

Date: \_\_\_\_\_

Name of tenant(s): \_\_\_\_\_

Tenant's phone number: \_\_\_\_\_

Date appeal letter was received: \_\_\_\_\_

Decision being appealed:

- refused place on special needs waiting list
- not offered a unit
- made ineligible for RGI subsidy
- disputed subsidy calculation
- declared overhoused
- refused internal transfer

What were the reasons for your decision?

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What options have already been discussed with the tenant?

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Is there other information the committee needs to make a decision?

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**Review Decisions Form**

Date: \_\_\_\_\_

Name of tenant(s): \_\_\_\_\_

Date appeal letter was received: \_\_\_\_\_

Decision being appealed:

- refused place on special needs waiting list
- not offered a unit
- made ineligible for RGI subsidy
- disputed subsidy calculation
- declared overhoused
- refused internal transfer

Decision of the Review Committee

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Reasons for the Decision

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Action Needed

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Recommendations to the Board or Property Manager

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