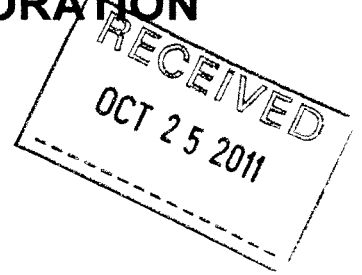


RIVERWAY NON-PROFIT HOUSING CORPORATION

POLICY & PROCEDURES #08

SUBJECT: INTERNAL REVIEW



Original Board Approval Date: December 11, 2002

Last Reviewed Date: September 28, 2011

Last Approved/Revision Date: September 28, 2011



Vice - President



Secretary/Treasurer

September 28, 2011

Date

COMPOSITION

The Internal Review Committee for Riverway Non-Profit Housing will consist of a minimum of three (3) Board Members at the review meeting. The Property Manager will attend the meeting only to confirm any information required by the committee and will not have any involvement in regards to the decision of the appeal reviewed by the committee.

MANDATE:

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

- . Tenant selection
- . RGI subsidies
- . Overhousing
- . Transfers

**Note: Special Priority Internal Review/Special Needs Designation 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 appellant, 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 upon receipt of any written appeals. This meeting will be held within 10 days of receipt of appeal. The chair will notify all committee members.

SETTING THE AGENDA

1. When the property manager receives a written appeal, she will complete the Request for Review Form (attached), attach it to the appellant's letter, and fax it, along with any documentation used to make the original decision, to the appointed Chair. She will also make a copy for each committee member to be handed out at the meeting. She will also notify the appellant when their case will be heard. If appellants wish to appear before the committee, she will schedule their appearance at the meeting.

REVIEW PROCESS

1. The committee will normally operate by consensus with one member acting as chair.
2. Appellants may bring a translator, family members, friends, or other advocates of their choice. The appointed Chair may limit the number of advocates at his/her discretion.
3. The property manager will also attend the meeting to present information.
4. Decisions will not normally be made while the appellant waits, even if they have been present.
5. During and following the meeting, the appointed Chair will complete a Decisions Form (attached) for each appellant, 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 appellant of the decision within 5 business days of the meeting. She will also place one copy of the Decisions Form into the internal review file, and one copy in the tenant's file, if one exists.

RIVERWAY NON-PROFIT HOUSING CORPORATION

REQUEST FOR REVIEW FORM

Date: _____

Name of Appellant: _____

Appellant's Phone Number: _____

Date Appeal Letter was Received: _____

Decision being appealed:

- refused place on specials needs waiting list
- not offered a unit
- made ineligible for subsidy
- disputed subsidy calculations
- declared overhoused
- refused transfer

What were the reasons for your decision?

What options have already been discussed with the appellant?

Is there other information the committee needs to make a decision

RIVERWAY NON-PROFIT HOUSING CORPORATION

REVIEW DECISIONS FORM

Date: _____

Name of Appellant: _____

Date Appeal letter was received: _____

Decision being appealed:

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

Decision of the Review Committee

Reasons for the Decision

Action Needed

Recommendations to the Board or Property Manager
