

## Legion Villa: Corporal Harry Miner V.C. (Ont. 185) SC Corporation

# Internal Review Policy

Approved by the Board of Directors: April 21, 2011

## Composition:

### A joint Board/tenant committee

A team of Board Members and tenants would be assembled for the purpose of conducting reviews. Any given review however, would be completed by a smaller group of this committee (possibly a team of three).

## 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
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.

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## Schedule

A committee meeting will be scheduled every Monday night at 7:00 pm in the non-profit's meeting room. The meeting will be cancelled if there are no reviews. 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 regular intervals, starting at 7:30 pm.

## Review Process

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1. The committee will consider any requests for review submitted up to the preceding Thursday. The committee can consider whether to accept requests received late, or whether to defer the decision to the next meeting.
2. The committee will normally operate by consensus.
3. The tenant seeking the internal review may bring a translator, family members, friends, or other advocates of their choice. The Chair may limit the number of advocates at his/her discretion.
4. The property manager may also attend the meeting to present information.
5. Decisions will not normally be made while the tenant seeking the internal review waits, even if they have been present.
6. 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.

7. 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.

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# 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

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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

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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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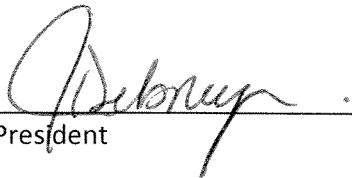
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Signed by   
President

  
Secretary

Apr 21st 2011  
Date

06-29-11P03:56 RCVD

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