

RIDGE MARSH MANOR INC.

Internal Review & Appeals Policy

Passed by the Board of Directors:

Approved Date: Oct 19/11

Last Reviewed Date: N/A

Last approved revision date: N/A

Composition:

The committee will consist of the President, Vice-President and Secretary/Treasurer of the board.

Mandate:

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

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
 - 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 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 the last Tuesday night of each month at 6:00 p.m. if needed in the non-profit's meeting room.

Setting the agenda

1. When the property manager receives a written request for review, 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 Chair. She will also make a copy for each committee member to be handed out at the meeting.

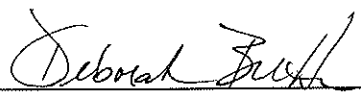
She will also notify the appellant when their case will be heard. If the committee wishes to see the appellants she will schedule their appearance at half-hour intervals, starting at 6:00 pm.

Review Process

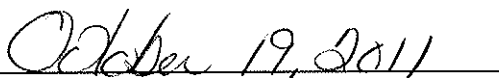
1. The committee will consider any requests for review submitted up to the preceding Friday. The committee can consider whether to accept requests received late, or whether to defer the decision to the next meeting.
2. The committee will normally operate by consensus.
3. Appellants may bring a translator, family members, friends, or other advocates of their choice. The Chair may limit the number of advocates at his/her discretion, if the board of directors wishes to see the appellant(s)
4. The property manager may also attend the meeting to present information.
5. Decisions will not normally be made while the appellant waits, even if they have been present.
6. During and following the meeting, the 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.
7. 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.



President



Secretary



Date

Request for Review Form

Date: _____

Name of appellant: _____

Appellant'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 subsidy
- disputed subsidy calculation
- 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?

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 internal transfer

Decision of the Review Committee

Reasons for the Decision

Action Needed

Recommendations to the Board or Property Manager
