

**General Information
Housing Services Review Committee**

**Review of Certain Decisions
Social Housing Windsor Essex**

Effective June 1, 2016

The information contained in this Information Package is a summary only for general informational purposes. It is not a complete summary or explanation of the rules, the law or the practices governing social housing. It is not, nor is it intended, to provide legal advice.

What kind of decisions can I ask to be reviewed?

You may ask for a review if you disagree with a decision that was made in any one or more of the following categories:

1. the amount of geared-to-income rent that has been calculated and determined payable;
2. you are not eligible for rent-geared-to income assistance;
3. you are not eligible for Priority I – Special Priority status;
4. you are not eligible for Priority II status;
5. you are not eligible for special needs housing;
6. you are not eligible for a specific number of bedrooms or certain type of unit.

Where can I get a Housing Services Request for Review of Decision Form?

If you disagree with a decision in the specified categories made by the Central Housing Registry or by a social housing provider in the Windsor Essex Service **other than** the Windsor Essex Community Housing Corporation, you may get a Housing Services Request for Review of Decision Form in one of the following ways:

1. a request form is provided with this Information Package; or
2. you may get a request form from the organization that made decision you are requesting to be reviewed; or
3. by email to sshousing@citywindsor.ca; or
4. on the City of Windsor website at www.citywindsor.ca; or
5. from the City of Windsor Housing Services Department by phoning 519-255-5200 Ext 6240

If you disagree with a decision in the specified categories made by the **Windsor Essex Community Housing Corporation** (CHC) you may download the form from the CHC website at www.wechc.com or you may request a CHC Request for Review Form from a CHC Site Office or by calling CHC at 519-254-1681 Ext 3030.

How to Request a Review

You must complete and submit a Housing Services Request for Review Form.

How to Submit a Completed Request for Review of Decision Form

The completed Housing Services Request for Review of Decision form and supporting documentation may be submitted **addressed to the Housing Services Review Committee** in any one of the following ways:

- (a) by mail to 400 City Hall Square East, P.O. Box 428, Windsor Ontario N9A 6L7;
- (b) in person at the Business Office on the Third Floor of 400 City Hall Square East Windsor Ontario;
- (c) by fax to 519-256-7107;
- (d) by email to sshousing@citywindsor.ca;
- (e) by any other method directed or permitted by the Housing Services Review Committee.

About Reviews

The *Housing Services Act, 2011* (HSA) requires that The Corporation of the City of Windsor (“City of Windsor”) as Service Manager for Windsor Essex have a system in place to review certain decisions. The system must have a provision for a review body to review certain decisions. Any decision by a review body is final.

The review system provides applicants and households that have applied for or are tenants receiving a rent subsidy with the opportunity to request a review of certain decisions if the household disagrees with a decision made by the Central Housing Registry or certain social housing providers in Windsor Essex.

Two Review Committee Systems

There are two review committee systems in the Windsor Essex Service Area namely, the Windsor Essex Community Housing Corporation (CHC) Internal Review Committee and the Housing Services Review Committee.

The role of the Windsor Essex Community Housing Corporation Internal Review Committee is to conduct an administrative review of decisions eligible for review under the Housing Services Act **only for tenants in receipt of a rent subsidy from the Windsor Essex Community Housing Corporation**, including tenants in receipt of a rent supplement or housing allowance from CHC and including qualifying applicants where CHC exercised its right to refuse to offer a subsidized unit. Information regarding the Windsor Essex Community Housing Corporation Internal Review Committee is posted on their website at www.wechc.com. Households receiving a rent subsidy from the Windsor Essex Community Housing Corporation (CHC) are required to submit their Request for Review directly to the Windsor Essex Community Housing Corporation.

The role of the Housing Services Review Committee is to conduct an administrative review of decisions eligible for review under the Housing Services Act and related Regulations **for applicants of the Central Housing Registry and for tenants in receipt of a rent subsidy from other social housing providers and certain rent supplement or housing allowance programs in the Windsor Essex Service Area.**

All reviews are internal administrative reviews and are governed by the Housing Services Act. Review decisions are final.

Households are encouraged to request a reconsideration of the original decision by the organization that made the decision before requesting a review. If the matter is resolved between the household and the organization no further steps are required.

The Steps

The steps of a Housing Services review are:

1. A Housing Services Request for Review must be in writing and on the form provided by the Review Committee and should include any and all documentation to support the household's position.
2. The written request must be submitted within 10 business days after receipt of the original decision. The individual or household requesting a review of a decision by the Housing Services Review Committee may request an extension to the 10 business day rule which may or may not be granted.
3. The household may withdraw their request to review a decision by giving written notice of the withdrawal unless the Review Committee has completed the Review.
4. If the Review is in or whole or in part with respect to a request for inclusion in the special priority household category, the portion of the Review relating to the special priority category will be completed within 10 business days after the request for the Review is received (and may or may not include any other issues), and the household will be notified of the decision regarding the special priority within 5 business days after the Review is completed.
5. If the Review is with respect to any other matters the Review will be completed within 20 business days after the request for the Review is received or within such longer time frame as may be approved by the Review Committee and agreed to by the household. The household will be notified of the decision within 10 business days after the Review occurs or within such longer time frame as may be approved by the Review Committee and agreed to by the household.

A copy of the Rules of Practice, a General Information sheet and a Housing Services Request for Review Form for the Housing Services Review Committee will be available on the City of Windsor website at www.citywindsor.ca or by emailing sshousing@citywindsor.ca or by calling 519-255-5200 Ext 6240.