



# NRH Notice

NUMBER: 03-06  
DATE: March 3, 2003

Mandatory  
 For Information

Applicable to:



- |                                     |   |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | <b>Municipal &amp; Private Non Profit</b> |
| <input checked="" type="checkbox"/> | <b>Co-operatives</b>                      |
| <input checked="" type="checkbox"/> | <b>Federal Non-Profits</b>                |
| <input checked="" type="checkbox"/> | <b>OCHAP/CSHP</b>                         |
| <input type="checkbox"/>            | <b>Rent Supplement</b>                    |

**Subject: Local Appeals Process**

Act/Regulation Reference: *Social Housing Reform Act, 2000*, Sections 82, 83 & 84 and O.Reg 298/01 Sections 55, 57 & 58.

### Background:

Housing providers are required under the *Social Housing Reform Act, 2000*, to set up an internal appeals process to handle requests for appeals from tenants/members. Decisions subject to appeals include:

- ◆ Refusing to offer a unit to an applicant
- ◆ Refusing to place a current tenant household on underhoused waiting list
- ◆ Placing a tenant on the overhoused waiting list
- ◆ Cutting a tenant household off RGI subsidy
- ◆ Unresolved dispute over RGI calculation

Niagara Regional Housing has established an appeals process for all applicants on the centralized waiting list and for tenants of its owned properties. This process is being provided to housing providers for information and to assist the provider in the development of their own appeals process. Housing providers may use this appeals process as a basis for establishing their own for tenants/members.

### Implementation:

#### ◆ Service Manager's Role

NRH has provided a process for appeals for applicants and tenants through an appeals committee that offers a timely and consistent approach in making decisions. NRH is required to ensure that all providers develop an internal appeals process to handle appeals of existing tenants/members. Compliance with this requirement will be monitored through operational reviews with housing providers.

◆ **Housing Provider's Role**

As required under the SHRA, all housing providers must develop a process to handle requests for appeals from tenants/members. The appeals process established by NRH may be used to form the basis for the individual housing provider's appeals process. The Appeals Committee established by NRH may also be utilized as a resource to small housing providers who may have difficulty in providing an independent appeal.

If you have any questions regarding this process, you may contact Housing Access and Community Programs at (905) 935-7645.

If you have any questions regarding the *Social Housing Reform Act, 2000* go to [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca) or contact your Housing Administrator at (905) 682-9201.

*(Original signed by Lora Beckwith)*

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Lora Beckwith  
General Manager

**Appendix A**

**NIAGARA REGIONAL HOUSING  
Appeals Process**

