



ADMINISTRATION MANUAL

SUBJECT:	Notices of Decision	POLICY/PROCEDURE #: C-24
SECTION:	C- General Administration	
IMPLEMENTATION DATE:	February 2012	APPROVED BY: General Manager
REVISION DATE(S): REASON FOR CHANGE:	Implementation of Housing Services Act, (effective January 1, 2012)	SIGNATURE: <i>Original Signed by Lora Beckwith, General Manager</i>
RELEVANT LEGISLATION:	Housing Services Act 2011, s. 53 O. Reg. 367/11, s. 61	

PURPOSE

To inform Niagara Regional Housing (NRH) staff and housing providers of the mandatory requirements, local rules and requirements related to the Housing Services Act (HSA) and associated regulations related to notices of decisions .

BACKGROUND

The Social Housing Reform Act (SHRA) required that households be given the opportunity to comment on information that may form a significant basis for an adverse decision. The HSA has removed the requirement to provide an opportunity to comment. The timeline for notices of decision remains unchanged.

POLICY

NRH and housing providers are required to provide notices of decisions to households within 7 days of the decision and must set out:

- a) The date of the decision;
- b) If and how an internal review can be requested; and,
- c) The reasons for the decision.

Housing providers should remove the “opportunity to comment” provision from all letters and templates, as households will move directly to the appeal process for all adverse decisions.

NRH is allowing households to clarify circumstances regarding an adverse decision resulting from 3rd party information. If 3rd party information results in an adverse decision, a letter is sent to the household giving 90 days’ notice to market, and

requesting the household provide clarification within 10 days. If clarification is provided, it will be reviewed and a decision made. If no information is received from the household, a final letter is sent to the household reminding them of their loss of subsidy together with information on the appeal process.

SUPPORTING FORMS

N/A