



Niagara Regional Housing

# Notice

No: 14-08

**APPLICABLE TO:**

**DATE: July 25, 2014**

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

|                                     |                        |
|-------------------------------------|------------------------|
| <input checked="" type="checkbox"/> | <b>Mandatory</b>       |
| <input type="checkbox"/>            | <b>For Information</b> |

**SUBJECT: *Housing Services Act – Appeal Committee Requirements***

## BACKGROUND

On November 29, 2013, NRH Notice 13-17 was issued to housing providers describing the requirements for establishing a proper housing provider appeal committee and policy, as required by the *Housing Services Act*.

Legislation requires appeal committees to incorporate certain standards and procedures, such as notice periods, training, and ensuring that committee members do not include those who participated in the original decision.

## REPORT

NRH has found that, to date, the majority of housing providers have not established a proper appeal committee and policy in compliance with the requirements of the *Housing Services Act*.

This is to remind all housing providers that they must establish an appeal committee and policy to hear household appeals related to:

- Household RGI payable; and,
- Occupancy standards (on an ongoing annual basis)

## Options

There are various options available to housing providers to establish a proper appeal committee:

- For providers who are managed by large property management firms, they have the option of using other staff members of the property management firm, together with one or more of the housing provider board members; or,
- Providers can use neighbouring housing provider boards or staff as part of their appeal committee.

Providers should also seek assistance from their sector organizations on other options available to them.

Housing providers wishing to explore the use of other housing provider staff or boards should contact their Housing Administrator for information on housing providers in their area.

**Due Date:** The due date for establishing a proper appeal committee and policy is September 30, 2014.

### **Non-Compliance**

Housing provider boards, who have not established proper appeal committees, are required to document their inability to establish an appeal committee in their minutes, and provide a copy of their minutes with appropriate justification to their Housing Administrator.

The Housing Administrator will review the information and discuss options and alternatives with the Board of Directors, to ensure compliance with legislation.

### **Housing Provider's Role**

Housing providers are required to:

1. Ensure their board of directors review this Notice; and,
2. Establish a proper appeals committee and associated policy, as required by legislation.

### **Service Manager's Role**

The provider's appeal committee policy and procedures will be reviewed during operational reviews to ensure compliance with the *Housing Services Act*.

If you have any questions or concerns, please contact your Housing Administrator at (905) 682-9201.

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Lora Beckwith, General Manager