

## Community Housing Directive

### REV 2018-01 Process for Review

Date of Directive: March 31, 2018  
Replaces Directive: New  
Effective Date:  Immediate  
 Until further notice  
 To be updated annually  
Section: Housing Services Act, s. 155, 156, 158, 159  
Reference: O. Reg. 367/11 General 138 & 139  
Applies to:  HSA Providers (including Special Needs Providers)  
 Non-HSA Providers  
 HAP and Managers of other Community Housing Wait Lists

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#### Intent

To provide direction on the process by which a review/appeal is requested and conducted in the City and County of Peterborough for decisions pertaining to Rent-Geared-to-Income (RGI), special needs housing and priority placement on the waiting list.

#### Legislative Context

The Housing Services Act requires that a Service Manager shall have a system for dealing with reviews that are requested by tenants, members and applicants. This system may be shared amongst multiple providers and must include the opportunity to equitably review a legislated list of topics that are subject to review.

The legislation prescribes who is eligible to make decisions under review, the timelines associated with reviews as well as the rules of the system.

#### Policy

As an initial step, Housing Providers will use their own internal review process to appeal decisions made where tenants/ members/ applicants have made a request for review.

If a mutually satisfactory resolution has not been reached after an internal review, Housing Providers will use the Peterborough Review Committee for review requests made under the following topics:

- Ineligibility for RGI
- Ineligibility for a modified unit
- The amount of RGI payable
- The size of the unit for which the household may receive RGI, including any requirement to move to a smaller unit
- Ineligibility for Special Priority Status on the Centralized or Internal Transfer Wait Lists
- Refusal to offer a unit

#### Process for Review



**Housing Services  
Social Services Division**  
For more information please contact:  
[housing@peterborough.ca](mailto:housing@peterborough.ca)

## Process

For further information on the review process, Housing Providers will reference instructions and current forms in the Peterborough City and County Community Housing.

## Forms and Resources

Peterborough Review Process Flowchart (Appendix A)

Rebecca Morgan Quin  
Manager  
Housing Services

From time to time, the Service Manager issues directives to communicate policy directions and updates to Community Housing Providers in its jurisdiction.

Appendix A- Peterborough Review Process

Peterborough Review Process

