

# Social Housing INTERNAL REVIEWS

## Information and Application



### Information for Social Housing Applicants, Tenants/Members Regarding **Internal Reviews** of Certain Decisions

#### What Decisions can be Reviewed?

Internal Reviews are specific to social housing/ rent-geared-to-income issues governed under the *Housing Services Act, 2011* and related local rules.

This **DOES NOT INCLUDE** matters that fall under the *Residential Tenancies Act, 2006* or issues related to co-operative housing.

#### Questions?

See your Housing Provider or visit or call the City of London Housing Division:

Website: [www.london.ca/housing](http://www.london.ca/housing)

Email: [housing@london.ca](mailto:housing@london.ca)

Phone: 519-661-0861

#### When and How do I Request an Internal Review?

To request an Internal Review, you must already have received a written **Notice of Decision** from either the Housing Access Centre or your social housing provider regarding a matter governed under social housing rules.

#### Please Note:

**A decision on your Internal Review will be sent to you within 15 business days of receiving your request.**

**Internal Reviews are submitted directly to either the Housing Access Centre or your social housing provider-whoever** provided you with your Notice of Decision.

Please complete the **Request for Internal Review** available on the back of this brochure (or on Page 2 of the online version). Please include a copy of the Notice of Decision letter that you received.

Requests **must also include:** your full name, current address, signature, and the reason you disagree with the decision (why you want a review), as well as any information you feel may be useful to support your request.

Your request **must** be received within 10 days from the date you received the Notice of Decision.



# Request for Internal Review

London  
CANADA

For office use only

Client number

## Review requested by

Last name		First name and middle initial	
Telephone number		Can we leave a message at this number? <input type="radio"/> Yes <input type="radio"/> No	
Alternate contact name & telephone number		Can we leave a message at this number? <input type="radio"/> Yes <input type="radio"/> No	
Apartment number	Current address		
City	Province	Postal code	E-mail address

1. Attach your Notice of Decision letter.
2. Reason(s) for the request for the internal review.
  - Eligibility for rent-geared-to-income assistance
  - Size and type of unit that a household is eligible for
  - Priority category (for new applicants and transfers)
  - Amount of rent-geared-to-income rent payable
  - Eligibility for special needs housing applicants
  - Ending of eligibility for special needs households
  - Other (Please specify): \_\_\_\_\_
3. Why do you disagree with the decision made? *Below please write a brief explanation why **and** attach supporting documentation.*

Please note: You must sign this request form and deliver it by mail or in person within 10 business days of receipt of the Notice of Decision you are appealing. To avoid delays, make sure that the information you give is complete.

For reviews of Housing Access Centre Decisions  
 Sent to: Housing Administration  
 Citi Plaza, 355 Wellington Street  
 Suite 248, 2<sup>nd</sup> Floor  
 London, ON N6A 3N7  
 or by Fax: 519-661-4466  
 or by Email: [housing@london.ca](mailto:housing@london.ca)

For reviews of Housing Provider Decisions send to your Social Housing Provider

**Office hours:** Monday, Wednesday, Thursday, and Friday 8:30 a.m. to 4:00 p.m. | Tuesday 8:30 a.m. to 6:00 p.m.

The personal information collected on this form is collected under the authority of the *Housing Services Act, 2011* and will be used to determine suitability and eligibility for housing, continuation of housing and the appropriate rent scale and rent geared-to-income charge. Questions about this collection should be addressed to the Manager, Housing Services, 355 Wellington Street, Suite 248 P.O. Box 5035, 3rd Floor, London, ON N6A 4L9.

By signing this form I hereby provide consent for my personal information to be disclosed to housing providers, other municipal or provincial departments and agencies that assist in the provision of social housing and social agencies providing social assistance to the resident.

**The information that has been provided on this form is to the best of my knowledge accurate. I understand it will be used for the purpose of reviewing my eligibility for social housing.**

Signature of applicant/tenant/member (You must be 16 years of age or older to request an Internal Review.)

Date signed

## For Housing Division use only

Decision made			
Date received	Date of internal review	Date review letter sent	Signature