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
Email: 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 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.

Please Note:

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

Review requested by

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<tr>
<th>Last name</th>
<th>First name and middle initial</th>
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<tr>
<th>Telephone number</th>
<th>Can we leave a message at this number?</th>
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<tr>
<td></td>
<td>☐ Yes ☐ No</td>
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<tr>
<th>Alternate contact name &amp; telephone number</th>
<th>Can we leave a message at this number?</th>
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<tr>
<td></td>
<td>☐ Yes ☐ No</td>
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<table>
<thead>
<tr>
<th>Apartment number</th>
<th>Current address</th>
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<table>
<thead>
<tr>
<th>City</th>
<th>Province</th>
<th>Postal code</th>
<th>E-mail address</th>
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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, 2nd Floor
   London, ON N6A 3N7
   or by Fax: 519-661-4466
   or by Email: 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

<table>
<thead>
<tr>
<th>Date received</th>
<th>Date of internal review</th>
<th>Date review letter sent</th>
<th>Signature</th>
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