



Community Housing Internal Reviews Information and Application

Information for community housing applicants and tenants/members regarding **internal review** of certain decisions.

What decisions can be reviewed?

Internal reviews are specific to community housing/rent-gear-to-income issues governed under the Housing Services Act, 2011 and related local rules.

It is important to note that this **DOES NOT INCLUDE** matters that fall under the Residential Tenancies Act, 2006 or issues related to co-operative housing.

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 community housing provider regarding a matter governed under social housing rules.

Depending on who provided you with your Notice of Decision, either the Housing Access Centre or your community housing provider, internal reviews are submitted directly to them.

Please complete the **Request for Internal Review** attached below and include a copy of your **Notice of Decision**.

Requests must also include:

- Your full name
- Current address
- Signature
- The reason you are requesting an internal review
- Any supportive documents or information you feel supports your request

Important Notice

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

Questions: Reach out to the Housing Access Centre team at hac@london.ca or via phone at 519-661-4663. Please visit London.ca/Housing for more info.



Request for Internal Review

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 return it within 15 business days of receipt of the Notice of Decision you are appealing. To avoid delays, make sure that the information you give is complete."

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| <input type="checkbox"/> For reviews of Housing Access Centre Decisions Sent to: Housing Access Centre
Citi Plaza, 355 Wellington Street
Suite 248, 2 nd Floor
London, ON N6A 3N7
Email: hac@london.ca

Office hours: Monday - Friday 8:30 a.m. to 4:30 p.m. | <input type="checkbox"/> For reviews of Housing Provider Decisions send to your Social Housing Provider |
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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