

## **CRC Self Help Inc.**

### **Internal Review Policy**

Approved by the Board of Directors: August 21<sup>st</sup>, 2002

#### **Composition:**

*The Tenancy Review Committee will be comprised of three members. These members can consist of knowledgeable CRC Self Help Board members, volunteers and staff.*

#### **Mandate:**

1. The committee will handle tenant or applicant requests for reviews of the following types of decisions:
  - Tenant selection
  - RGI subsidies
  - Overhousing
  - Internal Transfers
2. The committee will not make decisions, which are contrary to the law, or clearly against the spirit or the intent of board-approved policies. It will, however, consider exceptional circumstances, which may not have been considered when the policies were made.
3. The committee will use precedent in making its decisions, and will aim to treat all applicants and tenants equitably.
4. The committee will also consider the impact of its decisions on the applicant, other tenants or applicants, on the CRC Self Help staff, and on the well-being of the CRC Self Help.

#### **Schedule**

A committee meeting will be scheduled every two weeks in the CRC Self Help meeting room. The meeting will be cancelled if there are no reviews. The Chair will notify all committee members.

#### **Setting the agenda**

1. When the Housing Supervisor receives a written request for review, they will complete the Request for Review Form (attached), attach it to the applicant's letter, and fax it, along with any documentation used to make the original decision, to the Chair. They will also make a copy for each committee member to be handed out at the meeting.

The Housing Supervisor will also notify the applicant when their case will be heard. If applicants wish to appear before the committee, they will schedule their appearance at half-hour intervals, starting at 5:30 p.m.

## **Review Process**

1. The committee will consider any requests for review submitted up to the proceeding Monday. The committee can consider whether to accept requests received late, or whether to defer the decision to the next meeting.
2. The committee will normally operate by consensus.
3. Applicants may bring a translator, family members, or friends of their choice. The Chair may limit the number of advocates at his/her discretion.
4. The CRC Self Help staff member may also attend the meeting to present information.
5. During and following the meeting, the Chair will complete a Decisions Form (attached) for each applicant, documenting the decisions made, and the reasons for the decision. These forms will be faxed or otherwise communicated to the Housing Supervisor the day after the meeting.
6. The Housing Supervisor will inform the applicant of the decision within 5 business days of the meeting. They will also place one copy of the Decisions Form into the internal review file and one copy in the tenant's file, if one exists.

## **Restrictions**

No individual involved in the original decision process will be allowed to sit on the Internal Review Committee.

# CRC Self Help INC.

## Request for Review Form

Date: \_\_\_\_\_

Name of applicant: \_\_\_\_\_

Applicant's phone number: \_\_\_\_\_

Date appeal letter was received: \_\_\_\_\_

Decision being appealed:

- not offered a unit
- made ineligible for subsidy
- disputed subsidy calculation
- declared overhoused
- refused transfer

What were the reasons for your decision?

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What options have already been discussed with the appellant?

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Is there other information the committee needs to make a decision?

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# CRC Self Help Inc.

## Review Decisions Form

Date: \_\_\_\_\_

Name of applicant: \_\_\_\_\_

Date appeal letter was received: \_\_\_\_\_

Decision being appealed:

- not offered a unit
- made ineligible for subsidy
- disputed subsidy calculation
- declared overhoused
- refused internal transfer

Decision of the Review Committee

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Reasons for the Decision

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Action Needed

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Recommendations to the Board or Housing Supervisor

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