

## Request for Internal Review of a Decision

### -- Tenant Information Sheet--

The Housing Services Act, 2011 allows households in receipt of rent-geared-to-income (RGI) assistance to request an Internal Review of certain decisions made by the Housing Provider. These decisions are explained to households when they receive a Notice of Decision letter.

An Internal Review is an independent and critical examination of the reviewable decision set out in the Notice of Decision and is conducted by an individual or individuals who did not participate in making the original decision.

1. You may request an Internal Review of the following decisions.
  - eligibility for RGI assistance
  - continued eligibility for RGI assistance e size and type of unit
  - amount of geared-to-income rent payable by tie household
  - Housing Provider refusal to offer an RGI unit
2. To request an Internal Review, a member of the household, only, must submit the "Request for Internal Review Ota Decision" form within the timeline set out In the Notice of Decision. There is no process for a third party to request an Internal Review.
3. If you did not request an Internal Review within the timeline set out in the Notice of Decision, you must request an Extension of Time to request an Internal Review due to certain extenuating circumstances. The Housing Provider will advise you whether the Extension of Time has been approved and if approved, an Internal Review will be conducted.
4. In requesting an Internal Review, it is Important that you provide all information and documentation previously requested by the Housing Provider as well as any additional information and documentation that may assist the reviewer in making the final decision.
5. You may withdraw your request for an internal review by giving a written notice of the withdrawal to the Housing Provider within TEN (10) business days after the submission of this request.

To request an Internal Review of the decision set out in the Notice of Decision and, if necessary, an Extension of Time, please complete the "Request for Internal Review of Decision" form on the reverse and submit to:

Property Management Department of KFHC

Email: [info@kfhc.ca](mailto:info@kfhc.ca)

### **Notice with Respect to the Collection of Personal Information**

Personal information contained in this form or in attachments is collected pursuant to the Housing Services Act, 2011, Personal Health Information Protection Act 2004, the Freedom of Information and Protection of Privacy Act (R.S.O. 1990 c. F31) or the Municipal Freedom of Information and Protection of Privacy Act (R.S.O. 1990 c. M56), as applicable, and will be used for the specific purpose of an Internal Review.

Questions about this collection of information should be directed to:

Property Management Department of KFHC

Email: [info@kfhc.ca](mailto:info@kfhc.ca)

**--Request for Internal Review of a Decision--**

Name of Household Member(s) requesting an Internal Review:

Name Last	Name First
Street	
City	Phone #

I/We request an Internal Review of the following decision set out in the Notice of Decision letter received on(date): \_\_\_\_\_

*Day                      Month                      Year*

- 1) Household ineligible for RGI assistance
- 2) No longer eligible for RGI assistance
- 3) Type or size of unit
- 4) RGI amount payable
- 5) Housing Provider's refusal to offer an RGI unit

I/We, also, request an Extension of Time and to request an Internal Review due to extenuating circumstances as follows: *Use Point Form Facts Attach any supporting documents*

I/We understand that:

- a decision that can be reviewed is final if the request has not been submitted within **twenty eight (28) days** after the day the Notice of Decision is received, and there was no Extension of Time requested.
- A decision of the Individual(s) conducting the Internal Review is final once it is made.

\_\_\_\_\_ Household Member

\_\_\_\_\_ Signature

\_\_\_\_\_ Household Member

\_\_\_\_\_ Signature

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
*Day                      Month                      Year*