



SYSTEM FOR DEALING WITH REVIEWS (RGI INTERNAL REVIEW)

NOTICE OF DECISION; INCOME OR HOUSEHOLD CHANGE

The *Housing Services Act* requires the City of Toronto, as service manager, to have a system under which households can request reviews of decisions about the RGI program. All RGI Administrators/housing providers carry out their own reviews of all other decisions about RGI households through the Jr. Administration Team staff – “Review Body”. In addition to the formal decision making process of a "review body", RGI Administrators can review decisions informally when a household requests it. Being able to solve problems informally could improve both efficiency and outcomes.

A household can ask for a review of these types of RGI Administrator decisions:

- Eligibility for RGI assistance (initial eligibility issues or those applying to resident households)
- Size and type of unit that a household is eligible for (most common - is the household eligible for unit they occupy or are they over housed under local occupancy standards
- Priority category (for internal transfer)
- Amount of RGI rent payable – Notice of Decision Letter

Once a written request for a review has been submitted to the office within the 30 day period that the household is required, it's the responsibility of the housing administrator to contact the “review body” and inform them of the requested for a review. A member of the “review body” will review the information and meet with the member(s) and explain the process taken when determine the decision.

REQUEST FOR REVIEW – LOSS OF ELIGIBILITY FOR RENT GEARED-TO-INCOME ASSISTANCE

A notice for Loss of Eligibility for RGI could be served to a household if they don't meet the requirements such as;

- Did not provide information for annual review of income and assets
- Did not report mid-year changes in income or who lives in the household
- Did not try to obtain Income
- Absent from the unit more days than permitted under the Local Absence from Unit rule
- Overhoused under Local Occupancy Standards/refused offers
- Did not divest leased or owned residential property

When issuing the notice of Loss of Eligibility for RGI, the “*Request review form*” should be attached to the notice. Staff will need to inform the tenant/household that the form must be submitted to the City of Toronto – Review Body, within 30 days after receiving the Notice of Decision Loss of Eligibility for Rent Geared-to-Income Assistance.

Presented and Approved by the Board of Directors on _____, 2016

President

Corporate Secretary