



## CHC Internal Review Requests

*The Housing Services Act, 2011 (HSA)* requires that we have a process in place to review certain administrative decisions. We call this procedure the CHC Internal Review Request. If you want a decision reviewed please read this information sheet. Important information on the types of reviews done and the deadlines are found here.

### Who completes the Internal Review?

The *CHC Internal Review Committee* carries out reviews of decisions. A committee reviews the information and documentation you have provided to CHC and determines if the rules related to Rent-Geared-To-Income were applied properly. The committee can uphold the original decision or revise the previous decision. The decision of the committee is final.

### Who can request an Internal Review?

Any resident receiving Rent-Geared-To-Income rent in a CHC unit, rent supplement or housing allowance through CHC. The CHC Internal Review Committee does not review matters that fall under *The Residential Tenancies Act, 2006*.

If you disagree with a decision made about:

- The amount of geared-to-income rent that has been calculated and determined payable by your household;
- Your household is not eligible for rent-to-geared-to-income assistance from CHC;
- Your household is not eligible for special needs housing;
- Your household is not eligible for a specific number of bedrooms or certain unit type.

### How do you request a Review?

Once you have received written notice of a decision from CHC you may request an Internal Review. You can do this by completing a CHC Review Decision Request form or by writing to the Director, Corporate Services at CHC.

The CHC Review Decision Request is available on our website [www.wechc.com](http://www.wechc.com) or any CHC office. To write to the Director, Corporate Services; the address information will be included in the notice of decision you received from CHC and included at the bottom of this information sheet.

### Timelines:

Your request **must be** received within **10 business days** after you received the decision. The CHC Internal Review Committee will meet to review your decision within 20 business days and **notify you** within **10 business days** of receiving your request of the committees decision.

You can deliver your Request for Internal Review:

1. In person to any CHC office or by mail
2. By registered mail or courier
3. By email at [info@wechc.com](mailto:info@wechc.com)
4. Or any method permitted or directed by CHC

### Questions?

Call us at **519- 254-1681 x 3030** or Email us at [info@wechc.com](mailto:info@wechc.com)

**Our mailing address is:**

Windsor Essex Community Housing Corporation (CHC)  
945 McDougall Street Windsor, ON N9A 1L9

**Attention: Director Corporate Services**