



Regional Review

Process Document

Regional Review Panel

Under the Housing Services Act (HSA), the Region of Durham must have a review body to review decisions about different housing programs. This group is called the Regional Review Panel. They look at decisions about:

- Rent-geared-to-income (RGI)
- Durham Rent Supplement (DRS)
- Modified housing
- Durham Portable Housing Benefit (Durham PHB)
- Placement on the Durham Access to Social Housing (DASH) wait list

The Regional Review Panel also reviews decisions made by the Durham Regional Local Housing Corporation (DRLHC) if they deny someone an RGI or modified unit. Other housing providers can conduct their own reviews for denials/refusals to offer a unit, but they can also ask the Regional Review Panel to conduct this review for them.

To apply to become a member of the Regional Review Panel, the following form should be completed: [Membership Application - Regional Review Panel - Durham Region](#)

Individuals may request a Regional Review if they disagree with certain decisions made by Housing providers, DASH and other decision makers.

Reviewable decisions include:

- ineligibility for RGI, Durham Rent Supplement (DRS), Durham Portable Housing Benefit (PHB), Special Priority (SPP), or a modified unit.
- ineligibility for immediate in-situ RGI or DRS.
- the amount of RGI, DRS, Durham PHB or other financial housing assistance.
- the size of the unit in which a household is eligible for RGI, DRS or other financial housing assistance, including any requirement to move to a smaller unit.
- removal from the DASH waitlist.

- refusal to offer an RGI, DRS or modified unit (DRLHC only).
- the amount of the Durham PHB payable.
- refusal to offer an RGI, DRS or modified unit (DRLHC only). Refusals to offer DRS with private landlords are not included.

Decision Review Process

Requesting a Decision Review

Housing providers, DASH and other decision makers must notify individuals of a decision with a decision letter. The decision letter must explain the reason for the decision and how an individual can request a review of the decision.

An individual can request a review by submitting a Request for Regional Review form to the original decision maker within 10 calendar days of the date on the decision letter.

Attachment – [Request for Regional Review Form](#)

Reconsidering a Decision

Original decision makers will complete a Reconsideration of their decision if new information is provided by the individual with the Request for Regional Review form.

After the individual submits a Request for Regional Review form, the original decision maker has up to 10 calendar days to complete a Reconsideration of the decision in question. If the original decision maker cannot reconsider the decision or the individual is still not satisfied with the result of the Reconsideration, the Regional Review Summary form must be completed and sent to the Regional Review Panel as soon as possible.

If the request pertains to a decision of ineligibility for Special Priority status, DASH must conduct its Reconsideration, and if necessary, forward the request with the Regional Review Package to the Regional Review Panel within 2 days of receiving the request for review.

All requests for reviews must be sent to the Region within 30 calendar days of the date on the decision letter.

Communication Records Tool

Durham Region Housing Services has created a Communications Records Tool for Housing providers, DASH and other decision makers to keep record of communications with individuals leading to a decision. This tool is not mandatory but recommended as it can help keep track of document requests for information, when information is received or when communications are sent to individuals.

Attachment – [Communication Records Tool](#)

Regional Review Package

To review a decision, the Regional Review Panel requires the following information be included with the Regional Review Package:

- [Regional Review Summary](#) including,
 - A copy of the original decision letter
 - Documentation related to a Reconsideration of a decision (if applicable)
 - Copies of all documentation/information the original decision maker used to make their decision
 - Copies of all relevant letter or correspondence if available
- [Request for Regional Review](#) form and all supporting documentation submitted by the appellant

The Regional Review Package can be submitted by either:

- Emailing complete package to HousingRegionalReview@durham.ca
- Faxing complete package to Regional Review Panel at 905-666-6222
- Mailing complete package to Regional Review Panel, Housing Services Division
605 Rossland Rd E Whitby ON L1N 6A3

The original decision maker must send a copy of the Regional Review Package to the appellant with the [Notice of forwarding of Regional Review Package to Panel](#) advising that:

- the request for review has been submitted to the Regional Review Panel.
- the Regional Review Panel will conduct a review based on the information in the package. Based on the information provided they may complete an expedited review without a hearing. If an expedited review is not completed, the Regional Review Panel will contact the appellant to schedule a Regional Review hearing.
- the housing provider, DASH or other decision maker will be attending the hearing.

Regional Review Process

The Panel must review the original decision if

- The original decision maker is unable to complete a Reconsideration.
- The appellant does not agree with the results of the Reconsideration.
- The request for review was submitted late (after 30 days from the decision date).

The Regional Review Panel will review the Regional Review package and determine if the review will be completed as either an Expedited Review with no hearing or a Regional Review hearing.

Expedited Reviews occur without a hearing and will be based on the written submissions of both parties.

Regional Review hearings will normally be completed virtually and are attended by the Panel Members, the appellant and the original decision maker(s). The hearing date, time and location will be sent in writing to the appellant and original decision maker.

The Panel will review the original decision using only the information in the Regional Review Package. If additional information is required the Regional Review Panel will contact the original decision maker and the appellant for the additional information, which must be submitted within five business days. This additional information will be provided to all parties involved. The final decision will be sent to both the original decision maker and appellant.

The Regional Review Panel will send notice of its decision to the appellant and original decision maker within five days of the hearing date. All decisions of the Panel are final and will not be reconsidered.

The original decision maker will ensure that the Panel's decision is implemented in a timely manner.

Late Submissions

A Request for Regional Review is considered late if it is submitted more than 10 calendar days after the date on the decision letter. However, the original decision maker can complete a Reconsideration of the decision within 30 days from the date of the decision. If a request for Regional Review is received 30 days or more after the decision is made, the request must be forwarded to the Panel. The Panel may review a late submission if unavoidable circumstances, like critical illness or hospitalization, directly impacted the tenant.