



Individuals may request a Regional Review if you have received written notice of a decision that you do not agree with. Not all decisions are able to be reviewed. You are able to request a review of the following decisions:

- 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 you are 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). Refusals to offer from private landlords are not included.

How can you request a review?

Submit a Request for Regional Review to the original decision maker within 10 days from the date on your decision letter. Provide an explanation of your reason for requesting a review and attach any supporting documentation.

What should you provide with your request for a review?

A copy of the original decision letter you received

- Explanation of your reasons for requesting a review

Any other documents that you would like to be considered that support your reason for requesting a review. This can include income tax returns, bank statements, proof of monthly income etc.

What happens after you submit your request?

The original decision maker may contact you to discuss any new information you submitted with your Request for Regional Review. Make every effort to discuss the issue with them.

- The original decision maker will reconsider their original decision, including any new information. The original decision maker will then decide to uphold or change their decision.
- If you are not satisfied with the results of the reconsideration, the Request for Regional Review form and the summary is sent to the Panel for review. When reviewing the decision, the Regional Review Panel will consider information contained in the Regional Review package.



The appellant and original decision maker will both receive a copy of the package. You should review its contents. The Regional Review Package contains:

- Information you provided in your Request for Regional Review
- Information the original decision maker has considered in making the decision
- The Panel will determine whether to review the decision based on the information provided or to have a hearing.
- If a Regional Review hearing is booked it will be completed virtually via Microsoft Teams meeting. You can access the meeting using any device (i.e. tablet, computer), or call into the meeting from any phone. If you require a meeting in person, please advise the Regional Review Panel of this request. The Panel will try to accommodate.
- The Regional Review Panel will either uphold or change the decision. The decision of the Regional Review Panel is final.
- A copy of the final decision will be sent either by email or mail, to you and the original decision maker.

Section 1: Contact Information

First and Last Name _____

Full Address _____

Phone Number _____

Email _____

Section 2: Decision Information:

What is the date on your Decision Letter _____

What decision do you disagree with?

Why do you disagree with this decision?



What supporting documentation are you providing?

Signature	Date
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Check this box and complete the date field above if you are filling your response electronically. This represents your signature.

Collection of Personal Information

This information is collected under the legal authority of the Housing Services Act, 2011 for the purpose of administering the community housing programs prescribed in this Act and its associated Regulations. Questions about this collection should be forwarded to the Director of Housing Services, Region of Durham at 605 Rossland Rd E, Whitby ON, L1N 6A3 or 905-668-7711 or 1-800-372-1102.

Submit this completed Request for Regional Review form with all supporting documents to the original decision maker (housing provider, DASH and other decision makers).

Individuals that attend a hearing may invite a legal representative, interpreter or support person to attend the hearing with them. Legal representation is not required for a Regional Review hearing.