

Do I need to prepare anything for the HAC?

The HAC will send you a letter confirming receipt of your appeal and requesting any additional documentation that may be required to review your appeal. Documentation may include:

- A letter from you explaining the situation;
- All correspondence you have received from and sent to the NWT HC regarding your file; and
- Any documentation supporting your belief that the decision made by the District Office should be changed.

Can I attend the meeting of the HAC?

You, or someone on your behalf, may attend the HAC meeting by telephone. The HAC will notify you of the date of your appeal.

If someone is attending on your behalf you must sign a 'Third Party Consent for the Release of Information' form so that your representative may obtain access to your file.

The HAC will review your appeal even if you or someone appointed by you decide not to attend the meeting by telephone. However, it is in your best interest to be available.

What happens next?

The HAC will review your appeal and determine whether NWT HC homeownership program procedures and policies were correctly applied by the District Office.

After the HAC has concluded its investigation, it will provide you with a copy of its decision. If your appeal is successful, your District Office will adjust your file according to the HAC's decision.

What can I do if I am not satisfied with the decision of the HAC?

You cannot launch further appeals. The decision of the HAC is final.

Where can I get more information?

For more information contact your NWT Housing Corporation District Office. You can also check the Housing Corporation's website at <http://www.nwthc.gov.nt.ca> or call toll free 1-867-NWT-HOME (698-4663).

The information provided in this pamphlet gives only a general description of the appeal process under Housing Choices and other homeownership programs. Not all information related to the appeal process and procedures has been included.

Translation into other NWT official languages is available upon reasonable request.



NORTHWEST TERRITORIES
HOUSING CORPORATION

Housing Choices Appeal Process



Northwest Territories
Housing Corporation
(NWT HC)
P.O. Box 2100
Yellowknife, NT X1A 2P6

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What is an appeal?

An appeal is a request to have a decision made by an NWT Housing Corporation District Office reviewed.

What can I appeal?

Typical decisions that may be appealed include:

- Declined Housing Choices applications related to applicants' eligibility;
- The level of Housing Choices program assistance for which applicants have been approved;
- The calculation of monthly payments under a homeownership program; and
- How Housing Corporation policies have been applied to the applicants' circumstances.



What can I not appeal?

Issues that cannot be appealed include:

Declined applications:

- ◊ Due to incomplete documentation and/or false or misleading information;
 - ◊ Due to failure to attend the mandatory courses under the Solutions to Educate People (STEP) program;
 - ◊ Due to budget limitations.
- Estimated assistance related to technical assessments completed by the Housing Corporation;
 - Matters involving an illegal activity and where criminal proceeding is being pursued against the applicant; and
 - Housing Corporation policies rather than how the policies have been applied to your circumstances.

How do I appeal a decision?

If you do not agree with a decision made by the Programs Advisor or Manager of your District Office, you must appeal this decision in writing to the District Director.

You must appeal the decision within 20 business days. The appeal period starts on the day the letter that notified you of the decision by the District Office was issued.

Level 1—NWT HC District Appeal

The District Director will review your appeal and decide whether the District Office handled your application correctly. If the District Director decides in your favour, the District Office will make the appropriate changes.



What can I do if I am not satisfied with the outcome of the NWT HC District Appeal?

If you do not agree with the decision of the District Director, you can appeal to the Housing Appeal Committee.

Level 2—Housing Appeal Committee (HAC)

You must appeal the decision of the District Director in writing within 20 business days.

The appeal period starts on the day the letter that notified you of the outcome of the District Appeal was issued. You must use the appeal form available at your District Office and/or on the NWT HC website (<http://www.nwthc.gov.nt.ca>).

Appeal forms must be sent to the:

Chairperson
Housing Appeal Committee
P.O. Box 2100
Yellowknife, NT X1A 2P6
Fax: (867) 669-7901
email: NWTHCAppealCommittee@gov.nt.ca