

Do I need to prepare anything for the Housing Appeal Committee (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 LHO or District Office regarding your file; and
- Any documentation supporting your belief that the decision made by the LHO or 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 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 Public Housing Program procedures and policies were correctly applied by the LHO or 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 LHO or 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 1-844 -NWT-HOME (698-4663)

The information provided in this pamphlet gives only a general description of the appeal process under the Public Housing Program. Not all information relating to the appeal process and procedures has been included.



NORTHWEST TERRITORIES
HOUSING CORPORATION

Public Housing Program 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 by a public housing applicant or tenant to have a decision made by the Local Housing Organization (LHO) reviewed. In communities with no LHO, public housing applicants or tenants can have a decision made by the District Office reviewed.

What can I appeal?

Typical decisions that may be appealed include:

- Declined public housing applications related to applicants' eligibility;
- The priority given to public housing applicants who were approved and are on the public housing waiting list;
- The size of a public housing unit allocated to applicants/tenants;
- The calculation of rent payments for public housing tenants;
- Declined renewal of a fixed-term lease for a public housing unit; and
- How Housing Corporation/LHO policies have been applied to an applicant's/tenant's circumstances.



What can I not appeal?

Issues that cannot be appealed include:

- Declined applications due to incomplete documentation and/or false or misleading information;
- Housing Corporation/LHO policies rather than how the policies have been applied to an applicant's/tenant's circumstances;
- Decisions that do not directly relate to an applicant's/tenant's household, such as the allocation of a public housing unit to another person;
- Any matters that fall under the *Residential Tenancies Act*, or decisions that have been reached by the Rental Officer; and
- Matters involving an illegal activity and where criminal proceeding is being pursued against an applicant/tenant.

How do I appeal a decision?

If you do not agree with a decision made by the LHO Manager or staff, you must appeal the decision in writing to the LHO Board of Directors (Level 1). If your community has no LHO, and you do not agree with a decision made by the District Office, you must appeal in writing to the NWT HC District Director (Level 2).

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

Level 1—LHO Appeal

The LHO Board of Directors will review your appeal and decide whether the LHO Manager/staff handled your application correctly. If the LHO Board of Directors decides in your favour, it will make the appropriate changes. If you do not agree with the decision of the LHO Board of Directors, you can appeal to the NWT HC District Director.

Level 2—NWT HC District Appeal

You must appeal in writing within 20 business days. The appeal period starts on the day the letter that you received from the LHO Board of Directors or, in communities with no LHO, from the District Office was issued. The District Director will review your appeal and decide whether your application was handled correctly. If the District Director decides in your favour, the appropriate changes will be made. If you do not agree with the decision of the District Director, you can appeal to the Housing Appeal Committee.

Level 3—Housing Appeal Committee

You must appeal 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 LHO, 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: NWT HCAppealCommittee@gov.nt.ca