



APPEAL

(Appeal)

Policy – Table of Contents

| | |
|-------------------------------------------|----------|
| STATEMENT OF POLICY | 2 |
| OBJECTIVES..... | 2 |
| SCOPE..... | 2 |
| DEFINITIONS | 2 |
| AUTHORITY AND ACCOUNTABILITY | 3 |
| PROVISIONS | 3 |
| HOUSING APPEAL COMMITTEE | 4 |
| POLICY ADHERENCE | 5 |



STATEMENT OF POLICY

The Northwest Territories Housing Corporation (NWTHC) provides applicants and clients/tenants in NWTHC Housing Choices programs and the Public Housing Program the ability to appeal decisions made by the NWTHC or Local Housing Organization (LHO).

OBJECTIVES

The NWTHC will adhere to the following principles for all applicants and clients/tenants in NWTHC Housing Choices and Public Housing programs when implementing this Policy:

1. Decisions should be consistent with policy;
2. Decisions made by the NWTHC or LHO can be appealed;
3. Program decisions should demonstrate accountability; and
4. Rationale for program decisions should be provided.

SCOPE

This policy applies to all applicants and clients/tenants of the Public Housing and Housing Choices programs who want to appeal decisions made by the NWTHC or LHO, with the exception of matters under the general scope of the authority of NWT legislation (i.e. landlord tenant relations under the *Residential Tenancies Act* or building and construction codes/standards).

DEFINITIONS

The following definitions apply in this policy:



Appeal - The process to request a review and reconsideration of a decision made by the NWTHC or LHO.

Appellant - A Public Housing or Public Housing program applicant, a Public Housing tenant, or a Housing Choices program client who appeals a decision of the NWTHC and/or LHO through the LHO Board of Directors, NWTHC District Director, or the Housing Appeal Committee (HAC).

Applicant - Person(s) applying for assistance under the Public Housing Program or the Housing Choices Program.

Business Day - working day; NWTHC/LHO hours of operation.

Client - Person(s) who has received assistance under an NWTHC Housing Choices program.

Tenant - A renter in the Public Housing Program.

AUTHORITY AND ACCOUNTABILITY

In accordance with Section 4 of the Northwest Territories Housing Corporation Act the Corporation shall carry out the duties and functions provided for by this Act and may carry out other duties and functions related to any program or housing or housing development that may be assigned to it and, without restricting the generality of the above, the Corporation may provide, develop, maintain and manage housing for NWT resident.

PROVISIONS

The NWTHC will adhere to the following provisions when implementing and enforcing this policy:

Public Housing Program Appeals

- a. LHO Appeal: Public Housing Program applicants or tenants wishing to appeal a decision made by the LHO must submit the appeal to the LHO Board of Directors. In communities without an LHO, the appeal must be submitted to the NWTHC District Director.



- b. NWTCH District Appeal: A public housing applicant or tenant who does not agree with the outcome of the appeal conducted by the LHO Board of Directors can file an appeal with the NWTCH District Director. In communities without an LHO, public housing applicants or tenants who do not agree with the outcome of the appeal conducted by the District Director can file an appeal with the Housing Appeal Committee (HAC).
- c. Housing Appeal Committee: A public housing applicant or tenant who does not agree with the outcome of the appeal conducted by the NWTCH District Director can file an appeal with the HAC.

Housing Choices Program Appeals

- a. NWTCH District Appeal: Housing Choices program applicants or clients wishing to appeal a decision made by the NWTCH must submit the appeal to the NWTCH District Director.
- b. Housing Appeal Committee: A Housing Choices program applicant or client who does not agree with the decision of the NWTCH District Director can file an appeal with the HAC.

HOUSING APPEAL COMMITTEE

The HAC may review the application of policy and procedures by District Offices to ensure that decisions affecting applicants/ tenants/ clients are consistent with NWTCH policy. The HAC has the authority to:

- a. Make recommendations that will be enacted to ensure appellants are treated in a manner consistent with NWTCH policy; or
- b. Make recommendations on possible policy revisions to the Executive Committee of the NWTCH.



POLICY ADHERENCE

This policy is the governing rule that must be adhered to when considering the appeal described herein. The appeal mechanism described in this policy is to be administered in accordance with the procedures that have been specifically developed for this appeal process.

This policy will override a procedure if there is a conflict between the policy and a procedure.