



**Capital Region
Housing**

The Way Home

Introducing: The CRH Appeals Process

Talk With Tenants – March 11, 2021

Overview



1. What is an appeal?



2. How to submit an appeal



3. Where to find our Appeals Policy

What is an appeal?



- An appeal is when a customer **formally asks CRH to review a decision**, because you want the decision changed or reversed
- As a customer, you may appeal program and policy decisions by CRH
 - An appeal is different than a complaint or maintenance issue
- You might appeal decisions about:
 - A transfer request
 - An assessment or decision about your household, including housing need or point score
 - How a government or CRH policy was applied - including how we calculated a rent amount, subsidy amount, or rent adjustment

How to submit an appeal



1. Submit in writing via email, mail, or drop off:
appeals@crhc.ca



2. Your appeal will be reviewed by a CRH Manager



3. You will get a written letter explaining the appeal decision



4. You can choose to appeal that decision to a higher level in CRH

Tips for submitting an appeal



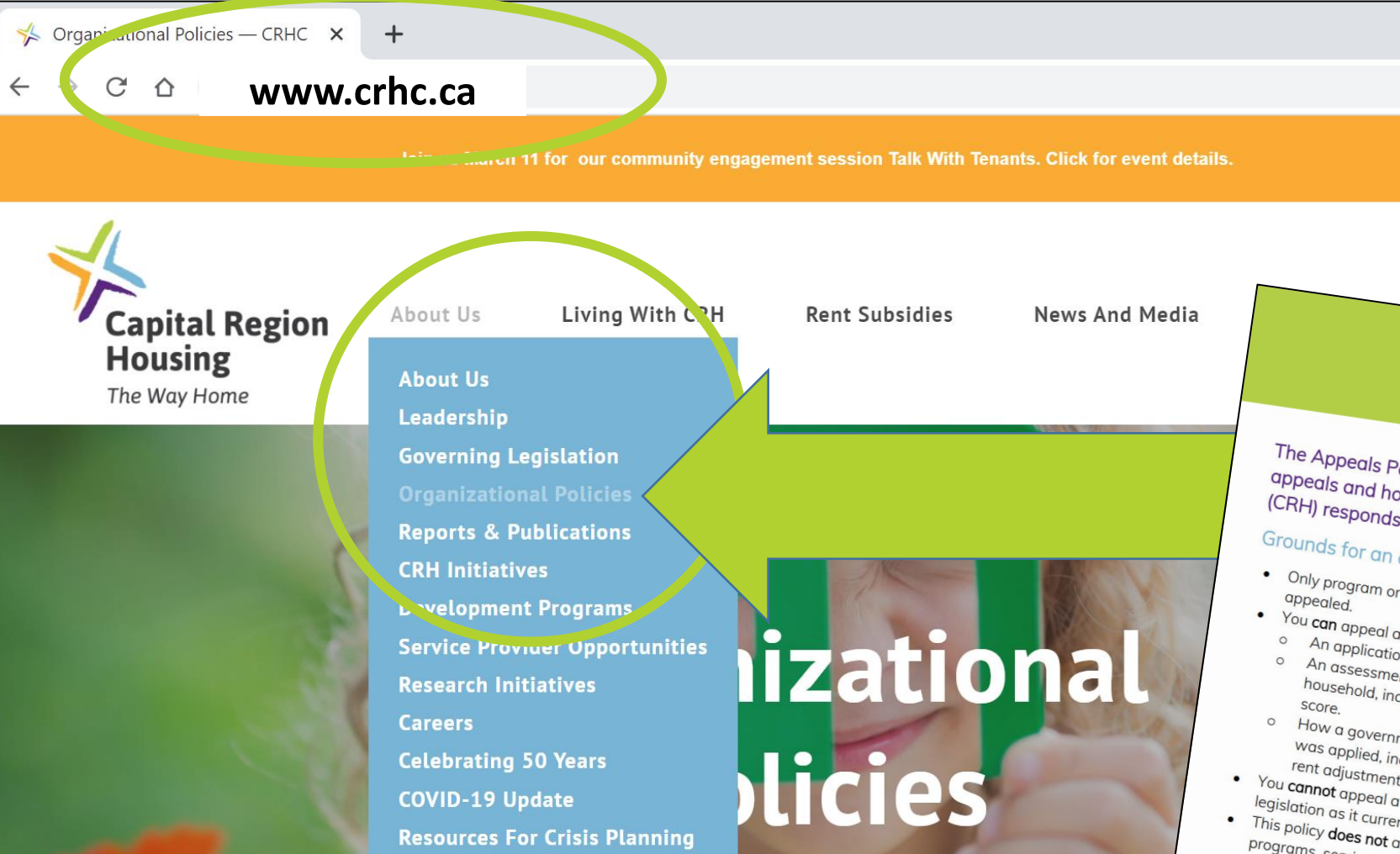
- Submit an appeal in writing
- Appeals are kept confidential in CRH
- You can have someone help you or submit an appeal on your behalf
 - List that person on a “Consent to Release Information” form

Contact

appeals@crhc.ca

- Get help with the appeal process
- Ask appeal questions

Where to find our Appeals Policy



Organizational Policies — CRHC x +

www.crhc.ca

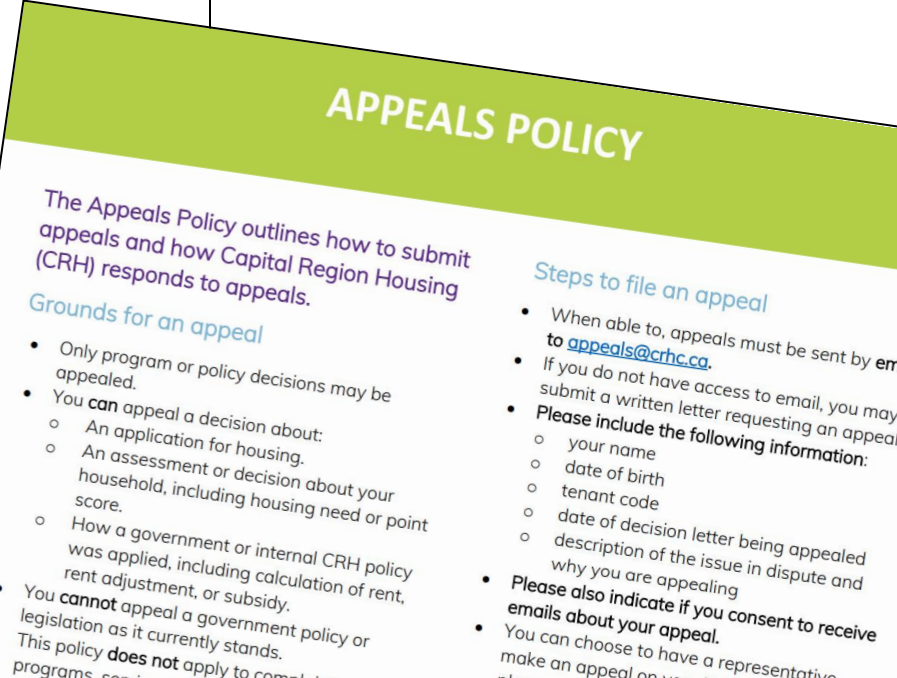
Join us on March 11 for our community engagement session Talk With Tenants. Click for event details.

**Capital Region
Housing**
The Way Home

About Us Living With CRH Rent Subsidies News And Media

- About Us
- Leadership
- Governing Legislation
- Organizational Policies
- Reports & Publications
- CRH Initiatives
- Development Programs
- Service Provider Opportunities
- Research Initiatives
- Careers
- Celebrating 50 Years
- COVID-19 Update
- Resources For Crisis Planning

Organizational Policies



APPEALS POLICY

The Appeals Policy outlines how to submit appeals and how Capital Region Housing (CRH) responds to appeals.

Grounds for an appeal

- Only program or policy decisions may be appealed.
- You **can** appeal a decision about:
 - An application for housing.
 - An assessment or decision about your household, including housing need or point score.
 - How a government or internal CRH policy was applied, including calculation of rent, rent adjustment, or subsidy.
- You **cannot** appeal a government policy or legislation as it currently stands.
- This policy **does not** apply to completion programs, social programs, or other programs.

Steps to file an appeal

- When able to, appeals must be sent by email to appeals@crhc.ca.
- If you do not have access to email, you may submit a written letter requesting an appeal.
- Please include the following information:**
 - your name
 - date of birth
 - tenant code
 - date of decision letter being appealed
 - description of the issue in dispute and why you are appealing
- Please also indicate if you consent to receive emails about your appeal.**
- You can choose to have a representative make an appeal on your behalf.