

**WATERMARK CO-OPERATIVE HOUSING INC.**

**APPEAL COMMITTEE POLICY and PROCEDURES**

WATERMARK CO-OPERATIVE HOMES, in compliance with the HSA requirements has established the following *Appeal Committee Policy and Procedures*:

1. There will be 3 (three) members on the appeal committee.
2. The committee will consist of 3 staff personnel from the Co-op's Management Company.
3. The committee will be responsible to deal with appeals/reviews of the following decisions:
  - a. *RGI eligibility*
  - b. *RGI payable*
  - c. *Occupancy Standards (on an ongoing annual basis)*
4. All members of the Appeal Committee would serve as volunteers and only be compensated for travel expenses.
5. An Appeal Committee serves an important role by providing third-party review to ensure a fair, impartial and transparent process for all appeals.

The following **STANDARDS** will apply:

1. Committee members cannot have participated in the original decision being reviewed.
2. Committee members cannot have discussed the original decision with the decision-maker prior to the review.
3. An individual may only participate in a review as a member of the committee if the individual is knowledgeable about the provisions of the **HSA** and the regulations that are relevant to the decision being reviewed.
4. All committee members will review the applicable legislation prior to the meeting to ensure all members are aware of the **HSA** legislative requirements.
5. Request additional training as needed from **NRH**.

The following **PROCEDURAL RULES** will apply:

1. If an appeal is being requested on a decision made by the original decision-maker, it must be in writing addressed to **Board of Directors of the HEAVEN CO-OPERATIVE HOMES Appeals Committee** and must be made within **10 days** of the original date of the decision.
2. Upon receipt of the appeal, the **Committee** will call a meeting within **30 days** to hear the appeal and make its decision. The **Committee decision** shall be final.
3. The member will be permitted to attend the review and bring an advocate of their choice, if they wish.
4. A written **notice** of the **Appeal Decision** must be given within **5 days**.

PASSED by the Board of Directors on the 27th day of November, 2014

CONFIRMED at a general meeting of the Members on the 19th day of February, 2015

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President



c/s

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Secretary

