



Housing Stability Bank Appeal Process

All applications for financial assistance from the Housing Stability Bank are considered and decisions are made according to eligibility criteria and information provided by the Applicant. Individuals or households who have applied for financial assistance through the Housing Stability Bank and have been denied have the right to appeal this decision.

The Appeal Process supports Applicants for the Housing Stability Bank in the decision made related to the denial of their application. An individual/household has the right to appeal an application that has been denied assistance for:

- Rental Arrears
- Last Month's Rent / First Month's Rent
- Emergency Utility Assistance

The following steps outline how an individual/household will proceed through the appeal process:

Step 1: Contact the Housing Support Services Manager at 519-964-3663 ext. 310 or email to hssmanager@centrefohope.ca to discuss your situation.

The Housing Support Services Manager will review the circumstances and advise the individual/household of the decision within seven (7) business days by telephone and in writing.

Step 2: If the individual/household is not satisfied the second step is to submit a written appeal to The Salvation Army Centre of Hope Management Team at: npowers@centrefohope.ca.

Members of The Salvation Army Centre of Hope Management Team will review the circumstances and advise the individual/household of the decision within fifteen (15) business days in writing. Representatives will not include the Housing Support Services Manager.

Step 3: If the individual/household is not satisfied the final step is to submit their appeal to the Housing Support Services Appeal Committee. This appeal must be submitted within fifteen (15) business days of The Salvation Army Centre of Hope Management Team's response in writing to:

**Housing Support Services
Housing Support Services Appeal Committee
The Salvation Army Centre of Hope
281 Wellington Street
London ON N6B 2L4**

The Housing Support Services Appeal Committee will review the circumstances and advise the individual/household of the decision within fifteen (15) business days in writing.

The decision of the Housing Support Services Appeal Committee is considered final.