



## Housing Department Frequently Asked Questions

**Q: How do I apply for Social Housing?**

A: Tseshaht members 18 + who are in good standing can find applications on the web page, at the Welcome Centre or you may submit a request to have it faxed or emailed; applications are kept on file for 6 months.

**Q: How are people selected for social housing units?**

A: We utilize a point system and blind selection process, selections are done by the Housing Committee.

**Q: Who is eligible to request maintenance or repairs?**

A: Social housing tenants, Elders 65 +, and those who hold current PWD/disability status. Tenants with arrears do not qualify for repairs or maintenance until arrears are paid (unless emergency situation).

**Q: How do I apply for new home construction or individual housing?**

A: Members in good standing must pay a \$1000 deposit (certified cheque) to be placed on the Individual New Home Construction rotation list. If member decides to remove their name the \$1000 can be reimbursed by submitting a written request.

**Q: How do homeowners request to be added to the government funded renovations opportunities list?**

A: Homeowners interested in applying will submit an application for support through the individual homeowner government funded renovation request form. There is a very specific process and requirements for individual homeowner government funded renovation opportunities. Tseshaht First Nation bases renovation program application allocation on a **needs assessment application process** (a fairness based process used to determine priorities and allocate resources, determining need). **Applications will be prioritised by the Housing Committee using a blind selection process.**

**Q: How do I make a complaint?**

A: All complaints are kept confidential and can be submitted in writing attention to the Housing Department. If a complaint is regarding the Housing Department, these can be submitted to the Executive Director.

**Q: How do I make an appeal regarding a decision?**

A: Appeals can be submitted by completing Appendix E, applicants for social housing may appeal housing decisions regarding the selection process for rental units, enforcing of consequences for violation of policy or other related housing decisions within the outlined timeframe within the Housing Policy.

**Q: When I have an issue with my septic tank who do I contact?**

A: All calls regarding septic and water are directed to the Public Works Department: Lisa Gallic or Thomas Fred.

**Q: What do I need to know about home-insurance coverage?**

A: Please refer to our detailed home insurance information guide.

