

**LOUDOUN COUNTY DEPARTMENT OF FAMILY SERVICES  
HOUSING CHOICE VOUCHER DIVISION  
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**LOUDOUN COUNTY**

**INFORMAL REVIEW PROCEDURES FOR APPLICANTS**

As an applicant you have the right to request an informal review in certain situations if you disagree with a decision made by the Loudoun County Department of Family Services (LCDFS). An informal review is an opportunity for you and housing representatives to meet and discuss the circumstances about your case. There are also situations in which you cannot request an informal review. The following information outlines the general procedures and circumstances.

**WHEN AN INFORMAL REVIEW IS REQUIRED:**

1. Denial of listing applicant on the waiting list.
2. Denial of issuance of a Housing Choice Voucher.
3. Denying participation in the Program.
4. Denial of a Federal preference.

**WHEN AN INFORMAL REVIEW IS NOT REQUIRED:**

- A. Discretionary administrative determinations by the LCDFS.
- B. General policy issues or class grievances.
- C. A determination of the family unit size under the Subsidy Standards.
- D. LCDFS' determination not to approve an extension or suspension of a Voucher term.
- E. LCDFS' determination not to grant approval to lease a unit under the program or to approve a proposed lease.
- F. LCDFS' determination that a unit selected by the applicant is not in compliance with Housing Quality Standards.

**RESTRICTIONS ON ASSISTANCE FOR NONCITIZENS:**

The informal review provisions for the denials of assistance on the basis of ineligible immigration status are contained in Policy.

**INFORMAL REVIEW PROCESS:**

LCDFS' review procedures must comply with the following:

- An applicant must be notified in writing by LCDFS of the decision and the reason for the denial. The letter must reference and include a copy of the form Informal Review Procedures For Applicants.
- The letter will state that the applicant may request the review within ten days of the date of the letter by contacting the Housing Counselor.
- Applicants who fail to respond within the ten day timeframe to request a review waive all rights to a review.
- The review may be conducted by any person or persons designated by LCDFS, other than a person who made or approved the decision under review or a subordinate of this person.
- The applicant must be given an opportunity to present written or oral objections to LCDFS' decision.
- The written decision must be mailed to the family within 14 days of the review date.