

Housing reviews and appeals

This leaflet sets out the arrangements for you to appeal against our decisions on housing applications and homelessness claims



Housing or homelessness application Reviews and appeals

Sometimes, when dealing with a housing or homelessness application, we will reach a decision that the person who has made the application is not happy with.

This leaflet sets out the arrangements for you to appeal against our decisions and for us to review them.

Decisions against which you may wish to appeal

Decisions about housing applications (including transfer applications)

- If we have decided to exclude you from the waiting list
- If we have decided to give you less preference on the list than your circumstances would normally warrant (perhaps because you have released equity from selling a property or because of a previous poor tenancy record)
- If we have said that you can only apply for certain property types

Decisions about homelessness applications

- If we have investigated and then made a decision that you are not homeless, are not in priority need or that you are intentionally homeless
- If we have decided that you have no local connection
- If we have made you an offer that we think is reasonable and you do not agree that it is

Please note that these are given as examples and that you can use this process to appeal against any decision we have made about your housing or homelessness application.

The process for making an appeal

First of all, you should ask us to review our decision

- You can do this by completing the form in this leaflet or by writing to us or telephoning us - you need to do this within 21 days of being notified of any decision you are not happy with or give a reason for the delay if there is one
- We will arrange for a senior officer who was not involved in making the original decision to investigate and review it. We will write to you to let you know the name and contact details of the reviewing officer.
- If you are homeless and in temporary accommodation we will tell you what will happen with your temporary accommodation while we are reviewing our decision

Making your case

- You will be invited to attend a meeting with the reviewing officer or to send us any further information in writing - it is up to you to choose which method you prefer
- If you choose a meeting, you can bring with you someone to support you or to speak on your behalf. This could be a professional person such as a social worker or a support worker; it could be a local councillor; or you could bring an advisor or appointed advocate or someone from the Citizen's Advice Bureau; it could also be a relative or friend

Our decision

- The decision will normally be made within 56 days of your request for a review unless a longer timescale has been agreed. We will make it as quickly as possible within the 56 days as long as all the relevant information has been collected and considered
- We will give you our decision in writing with an explanation of why it has been made and how it affects your application
- We will tell you in the letter if you have any further right of appeal (for example, to the Special Cases Panel or to the County Court) and how to complain if you are not happy with what we have decided

Your appeal against our decision

If you want to appeal against a decision made by the council about a housing or homelessness application please complete this form and return it to the address overleaf.

Name

Address.....

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Home phone number.....

Mobile number.....

Email

Please describe the decision we have made that you are not happy with

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Would you prefer to explain your reasons in writing or at a meeting with the reviewing officer?

In writing At a meeting

If you have chosen a meeting, please give the name and details of any person you would like to bring with you to the meeting and to tell us if there are any days or times when it would be difficult for you to attend.

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What to do now that you have completed this form

Before you send or bring it to us please complete the monitoring information on the page opposite - it is important that we make sure everyone is treated fairly and consistently.

If you post your form to us please send it to:

Quality & Complaints Officer

Dudley Council Housing Services
Harbour Buildings
Waterfront West
Brierley Hill DY5 1LN

You can also drop the form in at:

Dudley Council Plus, Castle Street, Dudley

or any Housing Services Contact Point listed below:

Brierley Hill - ground floor Brierley Hill Library, 122 High Street, Brierley Hill DY5 3ET - open weekdays 9am to 5pm

Halesowen - fifth floor Halesowen Library, Queensway Mall, The Cornbow, Halesowen B63 4AZ - open weekdays 9am to 5pm

Stourbridge - ground floor Stourbridge Library, Crown Centre, Stourbridge, DY8 1YE - open weekdays 9am to 5pm

Our Customer Services Officers will be happy to provide a photocopy of the form for you to keep.

Alternatively you can write to the council at the address above or telephone Dudley Council Plus on 0300 555 2345.

Monitoring details

Gender

Male Female

Age

0 - 19 20 - 29 30 -39 40 - 49 50 -59 60+

To which of the following groups do you consider you belong?

White British

White Irish

Gypsy/Romany/Traveller

Any other White background

Asian/Asian British - Bangladeshi

Asian/Asian British - Indian

Asian/Asian British - Pakistani

Asian/Asian British

Chinese

Any other Asian Background

Black/Black British - African

Black/Black British - Caribbean

Any other Black background

Mixed - Asian & White

Mixed - Black African & White

Mixed - Black Caribbean & White

Any other Mixed background

Arab

Yemeni

Other

If Other, please specify

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Do you consider yourself to be disabled?

Yes No Prefer not to say

Further information

If you would like to find out more information about housing or homelessness application reviews and appeals you can contact:

Dudley Council Plus:

259 Castle Street, Dudley

Telephone: 0300 555 2345

Open:

Weekdays, 8.30am - 5.00pm

Saturdays, 9am - 12 noon