

Housing Register and Allocation Scheme

Requesting a review

January 2008

Leaflet No.4



Homeselect

Great Yarmouth & Waveney
Lettings Partnership

This leaflet explains how you can apply for a review of your application if you are dissatisfied with the outcome.

1

Housing Register and Allocations Scheme

Requesting a review of the Council's Decision

The procedure for the Housing Register and Allocation Scheme, including transfers from a Council tenancy, is laid down within the Housing Act 1996 (as amended by the Homelessness Act 2002), in Government guidance and within the Council's own policies.

Any decision made concerning your application to the Council's Housing Register and Allocation Scheme will be made to you in writing.

2

Your right to a review

If you are dissatisfied with the Council's decision, you may be entitled to a review. You can request a review in the following circumstances:

- a decision to impose a penalty on your application;
- a decision not to place or exclude your application on the Register and Allocation Scheme;
- a decision to cancel your application completely;
- a decision to refuse a transfer from a Council or Housing Association property;
- a decision on the priority given to your Housing Register and Allocation Scheme application.

You can also request that any penalty relating to your access to the Housing Register and Allocation Scheme is reduced in time or that a permanent exclusion is commuted to a penalty.

3

How to Request a Review

You should request a review in writing within 28 days of being notified of the decision. Only in exceptional circumstances, for example due to illness or hospitalisation, can Homeselect agree to extend the deadline.

4

Making Representations in Support of Your Case

When your request is received, Homeselect may write to you and invite you to give any reasons why you think the decision should be changed, including any new relevant information. We will ask you to respond within 14 days using the form provided.

You can seek someone else's help in completing the form if you wish. If there is some special reason why it is difficult for you to write down your reasons for review, let us know and we will consider hearing your case orally. You may choose to attach any other relevant documents to that form.

If you choose not to support your case, or do not respond within 14 days, Homeselect will have to review your case on the basis of its original decision.

5

The Review

The review of your case will normally take place before the Homeselect Assessment Panel.

In some cases, further enquiries will need to be made, for example as a result of new information being needed. You will be informed in writing if this is necessary and if any further information is required from you.

6

The Review Decision

You will normally receive a written decision on your review, together with the reasons for that decision, within 56 days (8 weeks) of your written request. This is unless a longer period is needed as a result of new information; because more information is needed or because more information is requested from you.

7

Further Information

If you would like any assistance or information about requesting a review you should:

- contact your local Housing Officer if you are a Council tenant;
- contact the Homeselect Team in all other cases.

8

Your Right of Appeal

You cannot make an appeal before the review decision has been made and notified to you in writing.

If you are dissatisfied with the review decision you can appeal to the Homeselect Review Board. If you wish to investigate this option you should:

- contact your local Housing Officer if you are a Council tenant;
- contact the Homeselect Team in all other cases.

In certain circumstances you can request the High Court to review the way in which the decision, review or appeal has been made on a point of law only.

If you wish to do this you should take independent legal advice.

If you wish to request a review of the decision relating to your case, having read the information included in this leaflet, please complete the form on the back of this leaflet.

9

Your Right to Courteous Service

Homeselect aims to deal with every case efficiently, helpfully and courteously, whatever the outcome of our investigations and decisions under the law.

However, if you feel we have not dealt with your case helpfully, you can make a complaint to us using the Council's complaints procedure. These procedures are set up to ensure that all members of the public are dealt with fairly by all departments, according to Council policies.

They are quite separate from the statutory right to review which you have with regard to specific homeless decisions made under the Housing Act 1996, as explained in the leaflet.

You can get more information about the complaints procedure from all Council Offices or from the Town Hall.

10

Local Government Ombudsman

If you are not satisfied with the Council's response following a complaint or a review, and feel you have been treated unfairly as a result of maladministration, you can complain to the Local Government Ombudsman. The Ombudsman will not normally take up a case, unless there is, or could be, a right of appeal to the County Court, or where a review or complaint has yet to be heard by the Council.



**This booklet is available
in larger print
- ring 01493 846140**

Request for a review of the Council's decision on the Housing Register and Allocation Scheme

I wish to request a review

Name

Current Address

.....

.....

.....

.....

Signature

Date

If you are a Council tenant, please return to your local Housing Officer. In all other cases please return to the Homeselect Team Manager, Community Services, Greyfriars House, Greyfriars Way, Great Yarmouth NR30 2QE





Under the Homeselect scheme, we will be advertising Council and Housing Association homes for rent together. This way we can widen the choices for applicants.



Homeselect
Great Yarmouth & Waveney
Lettings Partnership

This leaflet explains how you can apply for a review of your case if you are dissatisfied with the outcome.



This booklet is available in larger print - ring 01493 846140