

SAPPHIRE COAST TENANCY SCHEME

HOW TO APPEAL

INFORMATION FOR USERS OF OUR SERVICE

We make decisions based on set guidelines that aim to be fair to everyone. These guidelines are our policies and procedures. These policies and procedures are designed to meet agreed standards of service for community housing and to comply with the law.

You may not always agree with a decision we make. If you do not, it is important that you ask us to review our decision. We recognise that sometimes we may make a mistake or act in a way that is unfair; sometimes we may want to change the policies and procedures that guide how we make decisions.

When can I appeal a decision?

The sorts of decisions you may want us to reconsider include:

For an applicant

- not being accepted on the waiting list
- being given a low priority on the waiting list
- removal from the waiting list
- being allocated a property you do not want to accept

For a tenant

- the level of your rent rebate
- being refused rehousing
- being refused a rent rebate
- being refused permission to make modifications to your property
- not being accepted as a member of the organisation
- having membership withdrawn

What should I do?

Talk to the person who made the decision and ask them to reconsider it and give your reasons why you are asking them to do this. If they make the same decision and you still think it is the wrong decision you can appeal. Complete our appeals form (you can ask someone else to help you do this, or you can make an appointment to do it with a member of staff).

What will happen after I have lodged my appeal?

The decision will be reviewed based on what you have written, an interview with you, the judgement of the person responsible for making the decision and our policy and procedure guidelines. Having considered all the information, we will either

- change our original decision in full or in part
- reject the appeal

When will a decision be changed?

The original decision will only be changed if:

- the decision was made without the full information
- the decision was outside the relevant policy
- procedures were not properly followed
- the policy or procedure are found to be inadequate, or to be inconsistent with community housing standards or the law

What happens to things I say or write?

We will keep a file about your appeal with your personal (applicant or tenant) file. This file will contain everything you have sent us, letters we send you and notes on what happens during the appeals process. We will show you this file if you ask to see it. The file will be destroyed at the end of your tenancy, or 12 months after the appeal has been resolved, whichever is sooner.

The things you tell us or write down are confidential. We will not give anyone outside the organisation any of this information unless you ask us to.

We will record some details about your appeal on our appeals register which is a summary of all appeals. This register will not identify you.

Can I ask someone else to help me?

We will be as helpful as we can. You may also want someone who is independent of our organisation to help you.

You can seek help from an advocate. For instance, you could ask a Tenancy Advice and Advocacy Service worker, a community worker, or a friend to talk to us on your behalf or come with you to meet with us.

You have the right to make an application for a hearing to another organisation which can help resolve the problem by mediation and arbitration.

What if I am not happy after the internal review and appeal?

Decisions that you believe breach our landlord responsibilities or deny you your tenant rights under the Residential Tenancies Act should be resolved by application to the Residential Tenancy Tribunal.

Other decisions can be referred to an external second level appeals system administered through the Housing appeals Committee (HAC). Information on how to access this process is available by contacting the office or by contacting HAC directly on free call 188 629 794.

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I WANT TO APPEAL

My name _____

My address _____

_____ My phone number _____

The decision I want to appeal

Please say what service you requested and what you understand our decision to be

I have already asked for an informal review: yes / no (Please circle one)

If yes, please tell us when this was and who you dealt with

I want you to consider the following

Please tell us about anything that we should be aware of, so we can review our decision based on all the facts.

You can attach copies of relevant letters or documents.

Please tick here if you would like us to arrange an interpreter? ☐ Language _____

Signed Date

Not enough room to say everything you want? - please write on the back of this form.

Make sure you keep a copy of the completed form, and any letters or documents.

Deliver this form to:

**The Management Committee,
Sapphire Coast Tenancy Scheme
PO Box 423, BEGA 2550.**

**Fax: 0264 923 787
Phone: 0264 922 587**