



# Review and Appeal Procedure

www.nshomes.co.uk

## NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX  
Email: housing@nshomes.co.uk

**GENERAL ENQUIRIES  
LOCAL CALL RATE:  
0845 258 5550**

**REPAIRS FREEPHONE:  
0800 561 0010**

**EMERGENCIES  
OUT OF HOURS FREEPHONE:  
0800 561 0010**

**FAX:  
01636 655514**

**MINICOM:  
01636 655960**

**HAWTONVILLE OFFICE**  
77c Eton Avenue,  
Newark on Trent, NG24 4JH  
Tel: (01636) 655503  
Fax: (01636) 655504

**OLLERTON OFFICE**  
Sycamore Road,  
Ollerton NG22 9PS  
Tel: (01623) 860740  
Fax: (01623) 860729

All complaints must be made in writing to:

Local Government Ombudsman  
Beverly House  
17 Shipton Road  
York  
YO3 6FT

Telephone 01904 380200  
Fax 01904 380269

Forms are available from our Offices or download a complaint form by logging on to: [www.lgo.org.uk](http://www.lgo.org.uk), or if you prefer by writing a letter.

You can ask someone to help you such as the Citizens Advice Bureau or friend or relative. For advice on making a complaint to the Government Ombudsman.

Telephone: Advice Line 0845 6021983

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word Translation Services

Audio Tape

"to deliver excellent Housing Services"

# Review and Appeal Procedure

This leaflet explains how to request a review or make an appeal against one of the following two decisions:

1. Not to include an applicant on the housing register.
2. A decision relating to the Choice Based Letting Scheme, including an applicant's banding or that the applicant feels they have been discriminated against by the letting criteria for a particular property.

An officer, senior to the officer making the original decision and who was not previously involved, will carry out the review, the applicant must make the request within 21 days.



The review request should contain information in support of the appeal and may be made by the applicant themselves or by someone acting on their behalf. Requests should be made in writing or if unable to do so, by telephone, by email to [easylet@nshomes.co.uk](mailto:easylet@nshomes.co.uk) or by visiting one of our Local Offices.

The Officer carrying out the review will investigate and if further information is needed, invite the applicant to supply this.

## Review of exclusion from the Housing Register

An applicant has a legal right to a review under the Housing Act 1996 (as amended by the Homelessness Act 2002) of a decision to exclude them from the Housing Register or treat them as ineligible for an offer of accommodation on the grounds of their immigration status or the habitual residence test.

Written notification of the decision to exclude an applicant from the list must be given to the applicant, together with notification of their right to request a review of the decision within 21 days.

If an applicant requests a review:

- The reviewer will write and confirm the date of the request within 5 working days of the receipt of the request.
- Any further information requested must be submitted in writing within 14 days of the receipt of the confirmation letter from the Reviewer.
- A person who is senior to the officer who took the original decision will review the decision, which must be completed within 28 days of the original request for a review.

The applicant will be notified of the outcome.

If the applicant is not satisfied with the response they receive they may appeal to Newark and Sherwood District Council for a further review, this will be acknowledged within 5 working days.

## Appeal - Choice Based Lettings Scheme

In addition to the legal right of review for applicants excluded from the housing register there is a procedure for registered applicants to appeal for the following reason:

1. An applicant who has been demoted to a lower band as a result of a review of their priority.
2. An applicant who feels that their circumstances warrant their application being placed in a higher band.
3. An applicant who was overlooked for an offer of accommodation because of the advertised letting criteria.

If an applicant requests a review:

- The Reviewer will write and confirm the date of the request within 5 working days of receipt of request.
- Any further information requested must be submitted within 14 days of the receipt of the confirmation letter from the Reviewer.
- A person who is senior to the officer who took the original decision will review the decision, which must be completed within 28 days of the original request for a review.

The reviewer will consider all the details and facts known at the time of the review. The applicant will be notified in writing of the outcome. If the original decision is upheld full written reasons for the decision will be given.

If the applicant is not satisfied with the response they may appeal to Newark and Sherwood District Council for a further review, which will be acknowledged within 5 working days.

In either case if, after investigation by Newark and Sherwood District Council, you are still not satisfied you can ask the Local Government Ombudsman to investigate.