

## Suitability of offers of accommodation

Normally if the Council has a duty to find housing for you, we will arrange for one offer of accommodation to be made to you by a Housing Association. The accommodation that will be offered to you will be suitable in size for your family and where possible will be within your areas of choice.

### If you are not happy with the offer made you may:

- refuse the offer, not move in, and make an appeal
- accept the offer, move in and make an appeal.

It is important that if you are not happy with an offer of accommodation that you speak to a Housing Adviser immediately.

## Complaints

If you are unhappy with the way we have dealt with your case we have a formal complaints procedure. Please ask any Council Office for more details. You can also make a complaint to the Local Government Ombudsman.

## Help

If you do not understand any of the information on this leaflet please do not hesitate to contact the Housing Needs Team.

## How to contact us

**Wychavon District Council, Housing Needs Department** 01386 565020  
housingneeds@wychavon.gov.uk  
www.wychavon.gov.uk

# Homeless? Your Right to a Review

5. what to do if you disagree with the councils decision?



## Your rights

The Housing Act 1996, gives you a legal right to ask for a review of the decision made about your homelessness. This means asking us to look at your case again.

### You can ask us to look again at any of these decisions:

- Whether you are eligible for housing
- The duty the Council has to help you
- If your case has to be referred to another Council
- Whether any housing offered to you is suitable or not.

## How to ask for a review

You must make your request within 21 days of receiving the formal notification of our decision. In certain circumstances we may allow you a longer period. If we do we will write and tell you. Please put a request for a review in writing to the Housing Services Manager. If your first language is not English we will give you a translated guide on how to request a review.

## What you should do

Once you have told us that you would like your case to be looked at again, we will write to you to ask you to give us your reasons in writing.

We will also look at any information about your case provided by someone you have asked to represent you.

We will allow you, or your representative, to give your reasons for asking for a review in person with a manager. This may happen in cases

where it may be difficult for you to tell us about your reasons in writing.

## Who will make the decision?

Each request to look at a case again will be considered by a Senior Officer who has not been involved in the original decision. This will normally be the Senior Housing Needs Officer.

## Making the decision

This will be made on the facts known to us at the date of the review. In some cases we may need to ask you for more information to help us make a decision and this may mean meeting with you to discuss your application and circumstances.

## Notifying you of our decision

We will write to you and let you know our decision and our reasons for the decision.

## What you can do if you are unhappy with our review decision

If you are not happy with the decision made by the Review Panel you can appeal to the County Court on a point of law. You must make your appeal within 21 days of our final decision. You may wish to seek independent legal advice.

## Temporary accommodation

If you are currently in temporary accommodation but have made an appeal you will continue to be supported in the accommodation until the final decision has been made. If the original decision is upheld you will be advised in writing as to when you will be required to leave.