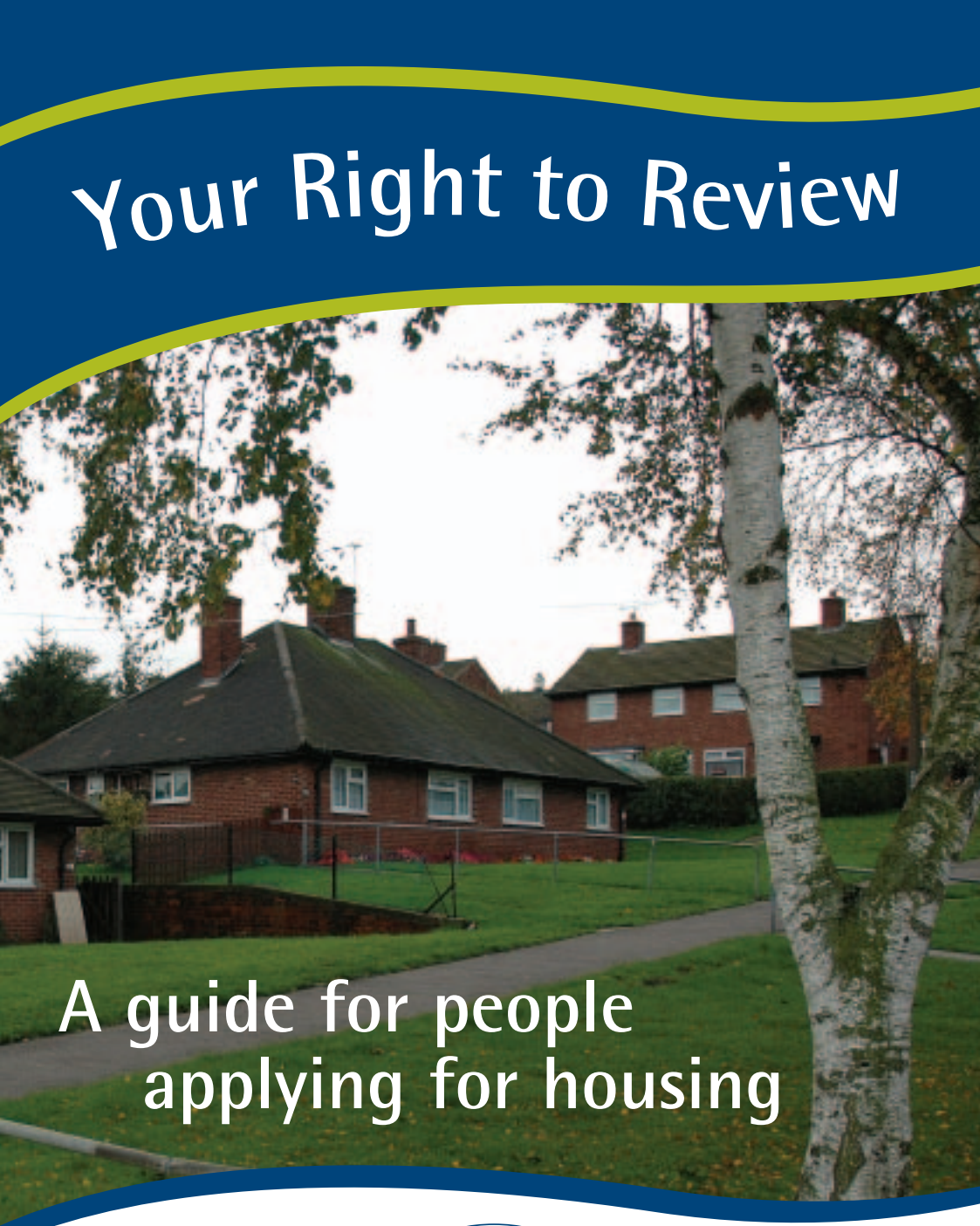


<p>No English? No problem</p>	
	<p>☎ 01430 457390 (CANTONESE) 廣東話 ☎ 01430 457391 (MANDARIN) 國語</p> <p>電話查詢或預約 查詢詳情請致電 01430 457390 或親臨辦事處 查詢詳情請致電 01430 457391</p>
	<p>☎ 01430 457392 (ITALIAN)</p> <p>Supplementi e informazioni per informazioni e prenotazioni chiamate il numero verde 01430 457390 o il numero verde 01430 457391</p>
	<p>☎ 01430 457394 (URDU)</p> <p>01430 457394</p>
	<p>☎ 01430 457395 (POLISH)</p> <p>Wszelkie szczegóły dotyczące wynajmu mieszkań możesz uzyskać, zadzwoniwszy na numer 01430 457390 lub 01430 457391</p>
	<p>☎ 01430 457396 (PUNJABI)</p> <p>ਸਾਰੀਆਂ ਸਵਾਲਾਂ ਅਤੇ ਜਾਣਕਾਰੀ ਲਈ 01430 457390 ਜਾਂ 01430 457391 ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ</p>
	<p>☎ 01430 457397 (OTHER LANGUAGES)</p> <p> </p>

If you require a copy of this publication in an alternative format such as large print, audio tape, or braille please telephone Choice Move: 01246 231111.

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Your Right to Review

A guide for people applying for housing



Your right to a review

The Housing Act 1996, as amended by the Homelessness Act 2002, now gives you a legal right to request a review if we decide:

- not to allow you onto the Housing Register
- to remove you from the Housing Register, other than at your own request
- to place you in a lower band than your circumstances match.

Or, if you have applied to us as homeless, you have a legal right to request a review of:

- your homeless decision
- your eligibility for housing
- the duty we owe to you under the homeless legislation
- the referral of your case to another council
- the suitability of accommodation that has been offered to you even after you have moved into it.

To request a review . . .

You must make your request to the Housing Solutions Team within 21 calendar days of being notified of the decision.

You can make your request verbally or by writing in to us.

Your request for a review will be acknowledged in writing within 3 days of receipt.

The reviewing officer will have up to 56 working days from the date of receipt to carry out the review. This may be extended by mutual agreement.

When the review is complete, the reviewing officer will write to you within 3 days to advise if the original decision is upheld or rejected and the reasons for the outcome. You will be advised of your right of appeal.

Further right to appeal for homeless applicants

If you are still not happy you can also apply to the County Court for them to review our final decision on a point of law only.

To take up this right of appeal you must act quickly as you must apply for the appeal within 21 days of receiving the review decision.

Housing register applicants requesting a review

If you are not satisfied with the decision on your housing register application you can appeal to the Solution and Support Manager within 21 days of the decision.

The decision about your appeal

The Solution and Support Manager at Rykneld Homes Limited, who has not been involved in the original decision, will consider your request for an appeal on your housing register application.

The decision on your appeal will be based on the facts known to us at the date of the review. In some cases, the Solution and Support Manager may need to ask you for more information to help make a decision.

You, or your representative, can give your reasons for requesting an appeal in person, if it's difficult to tell us your reasons in writing.

We consider any information about your case that you or someone you have asked to represent you provides.

Notifying you of our decision

We will write to you within 5 days about our decision and explain our reasons for it.

What to do if you want to complain

If you are unhappy with how we dealt with your case, we have a formal complaints procedure and you can request a complaint form. You can also make a complaint to the Local Government Ombudsman. To help you to do this, you can contact your local Councillor or MP or contact one of the agencies listed below for advice and support.

Citizens Advice Bureau

Tel: 0844 848 9840

Shelter

Tel: 0808 800 4444

Chesterfield Law Centre

Tel: 01246 550674