

Quick Read: Tenancy Related Appeals

Your right to appeal

We are committed to making fair, transparent and consistent decisions. If you disagree with certain housing or tenancy decisions, you have the right to appeal and have your case reviewed independently.

This policy covers appeals relating to:

- Refusal of a housing referral.
- Allocation of a property / being offered a property that you believe does not meet your needs.
- Formal tenancy-related warnings issued by My Space Housing Solutions.

When can you appeal?

Housing referrals and allocations

You may appeal if you believe:

- The decision was unfair or discriminatory.
- Allocation criteria were applied incorrectly.
- Important information was overlooked or misunderstood.
- New evidence has become available that could affect the decision.

Tenancy related warnings

You may appeal a warning if you believe:

- The warning was unfair, unreasonable or disproportionate.
- Information used to make the decision was inaccurate or incomplete.
- The correct process was not followed.
- New evidence is available that may affect the outcome.

Spotlight: Appeals give applicants and tenants the opportunity to ask for a decision to be independently reviewed.

Getting support

You do not have to go through the appeals process alone. Support can be provided by:

- A support worker or advocate.

- Citizens Advice or another advice agency.
- A care provider involved in your support or referral

How to submit an appeal

Appeals can be submitted in a format that works for you, including:

- In writing.
- By email.
- Verbally.
- Through the website, where applicable.

Appeals should normally be made within **10 working days** of receiving the decision or warning. Your appeal should include:

- The reasons for the appeal.
- Any supporting evidence.
- Your preferred outcome.

What happens next?

- We will acknowledge your appeal within **3 working days** of receiving it.
- The appeal will be reviewed by a manager who was not involved in the original decision.
- A decision will normally be made within **15 working days** of the appeal being submitted. If there is a delay, we will keep you informed and explain why.
- We will write to you to confirm the decision and the reason for this within **5 working days** of the decision being made.

Appeals and complaints

Where an issue falls within this policy, the appeals process must be completed before it can be considered as a formal complaint. A complaint can be raised if the policy has not been followed correctly, but making a complaint will not automatically overturn the appeal decision.

Learning and improvement

All appeals and outcomes are recorded so that we can improve our decision-making processes, maintain consistency and ensure fairness across our services.