Hunter Community Housing - Appeals Policy

Section 1 - Purpose

(1) This policy explains how Hunter Community Housing handles appeals from tenants and applicants.

Section 2 - Scope

(2) This policy applies to all tenants and applicants of Hunter Community Housing.

Section 3 - Policy Statement

(3) Hunter Community Housing recognises that all applicants and tenants receiving our services have the right to appeal against our decisions if they are dissatisfied with the outcome.

(4) Hunter Community Housing responds to all appeals quickly, fairly, confidentially and without reprisal.

(5) Hunter Community Housing is committed to continually improving its services. Hunter Community Housing regularly reviews appeals lodged by tenants and applicants to learn how it can improve its services in the future.

Section 4 - Lodging an appeal

Internal appeal

(6) Anyone can lodge an appeal when they are dissatisfied with a decision made by Hunter Community Housing regarding the following:

a. rent calculation;
b. eligibility for a rent subsidy;
c. rejection of a transfer application;
d. not eligible for housing assistance;
e. not selected for housing;
f. allocated an inappropriate property; or
g. request for property improvements rejected.

(7) Appeals can be lodged by filling out our appeal form or asking for an appeal interview.

(8) Hunter Community Housing's appeal form is available in our office and can be downloaded from www.huntercommunityhousing.com.au

(9) Hunter Community Housing sends an acknowledgment letter within 5 days of receiving an appeal.

(10) Hunter Community Housing reviews the decision and sends a letter explaining the outcome of our review within

21 days of receiving an appeal. The review is done by a different person, not the person who made the original decision.

External appeal

(11) Anyone who is dissatisfied with the outcome of an internal appeal with Hunter Community Housing, can lodge an appeal with the Housing Appeals Committee. The Housing Appeals Committee is an independent agency that deals with appeals from people who are unhappy with decisions made by Hunter Community Housing and other community housing providers.

(12) The Housing Appeals Committee is easy to contact by phone or email and offers online services. Its contact details are:

a. Free Call: 1800 629 794
b. Phone: (02) 8741 2555
c. Email: hac@facs.nsw.gov.au
d. Website www.hac.nsw.gov.au

(13) External appeals can be lodged:

a. Online at Appealing a housing decison
b. By filling out the Appeal Form available from the Housing Appeals Committee

(14) The Housing Appeals Committee will consider the appeal request, information in the file kept by Hunter Community Housing, and information from the person who lodged the appeal gathered during an informal interview with the Housing Appeals Committee.

(15) The Housing Appeals Committee reaches a conclusion about the appeal and writes a report with recommendations that is sent to the person who lodged the appeal and Hunter Community Housing.

Decisions that can be appealed

(16) Examples of Hunter Community Housing decisions that can be appealed include:

a. rent calculation;
b. eligibility for rent subsidy;
c. rejection of a transfer application;
d. not eligible for housing assistance;
e. not selected for housing;
f. allocated an inappropriate property; and
g. request for property improvements rejected.

Section 5 - Responsibilities

(17) The General Manager Operations – Housing is responsible for implementation and review of this policy.

(18) Staff are responsible to ensure they have read, understood, and comply with the policy.

(19) The Diocese Governance Department is responsible for managing the review process and publication of this policy.

Section 6 - Document Review

(20) This policy will be reviewed when there is a legislative change, organisational change, delegations change or at least every 3 years to ensure it continues to be current and effective.

Status and Details

Status	Current
Effective Date	20th May 2024
Review Date	24th February 2028
Approval Authority	Chief Operating Officer
Approval Date	24th June 2022
Expiry Date	To Be Advised
Unit Head	Ray Bowen Director Property and Housing
Enquiries Contact	Hunter Community Housing

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