

Appeals and Review procedure

Applicants have the right to request a review of how their application has been dealt with and Reviews are likely to centre around 2 main areas of the application process, which are: -

- Issues connected with their Registration on the Wirralhomes Scheme
- Issues connected with the Selection Process for a particular property.

Appeal against a Wirralhomes Registration Decision

The Wirralhomes Team will deal with all requests for a review concerning any issue in relation to an applicant's registration with the Wirralhomes Scheme. The request for review must be made in writing. Such a review may cover any issue concerning their Wirralhomes Registration. This may include: -

- A registration decision including an applicant deemed to be ineligible to register on the database
- How the application was processed
- A decision not to award an Urgent Need status
- A decision to suspend an application
- A decision to withhold an Urgent Need status
- A decision to restrict a registration date.

The original decision will normally be made by the Wirralhomes Team and the review process is as follows;

Stage 1. If the applicant is not satisfied with the decision made by the Wirralhomes Team they may request a review of the decision by stating their reasons in writing to Wirralhomes within 21 days of the notification. The review will be undertaken by the Rehousing Services Manager or Manager (Wirralhomes Team) and a response will be provided within 10 working days.

Stage 2. If the applicant is not satisfied with the decision made by the Rehousing Services Manager or Manager (Wirralhomes Team) they may request a review of the decision by stating their reasons in writing to Wirralhomes within 21 days of the notification. An acknowledgment will be issued within 10 working days. The review will be undertaken by the Wirralhomes Steering Group at the next scheduled meeting. The organisation involved in the appeal will not be represented, for example if an applicant is suspended due to their conduct in an Registered Social Landlord tenancy, that Registered Social Landlord will not be represented. A decision will be provided within 10 working days of the meeting.

Stage 3. If the applicant is not satisfied with the decision made by the Wirralhomes Steering Group they may request a review of the decision by stating their reasons in writing to Wirralhomes within 21 days of the notification. An acknowledgment will be issued within 10 working days. The review will be undertaken at the next available meeting of the Housing Access Panel. The organisation involved in the appeal will not be represented. A decision will be provided within 10 working days.

If the applicant is still dissatisfied they may seek other forms of external redress, such as the Ombudsman or relevant legal process.

Appeal against a Selection Process Decision

All requests for a review, which relate to any issue about the Selection Process for a particular property will be dealt with by the respective Registered Social Landlord. Applicants can initially write to the respective Registered Social Landlord and ask for their case to be considered through the Registered Social Landlord's complaints procedure.

Any issue that relates to the Selection Process for a property will be dealt with in this way. This may include: -

- The decision not to offer an applicant a particular property;
- The decision to withhold or withdraw an offer based on anti-social behaviour or neighbour nuisance;
- Lettings Criteria used for a property;
- The nature of Verification Checks made by the Registered Social Landlord.