



## **Right to request a review**

***What to do if you think that the Council has made a wrong decision on your homelessness application or housing register application***

## INTRODUCTION

If you think that we have made a wrong decision with regard to your homelessness application, or housing register application, you have a right to request a review.

You may think that the council have made a wrong decision because we:

- Have missed some information; or
- Do not know about something; or
- Have made a mistake.

## HOMELESSNESS APPLICATIONS

As a homeless applicant you have the right to request a review if we have decided that:

- you are not homeless or threatened with homelessness; or
- you do not have a priority need; or
- you are not eligible for assistance; or
- you are homeless or threatened with homelessness intentionally; or
- you have no local connection with the us; or
- we tell you we will not provide you with accommodation because you have refused an offer of accommodation; or
- we tell you we have no further duty to provide you with accommodation, for example, because you ceased to occupy the accommodation you were given.

## HOUSING REGISTER APPLICATIONS

As a housing applicant you can request a review of a decision if:

- we deny you the right to join the housing register; or
- we decide to remove you from the register; or
- you are not happy with the priority awarded on your housing register application; or
- we decide to reduce the priority awarded on your application.

## HOW DO I REQUEST A REVIEW?

The request for a review must be made within 21 days from the day on which you were notified of our decision and reasons for the decision. To request a review:

- E-mail [housingmail@tendringdc.gov.uk](mailto:housingmail@tendringdc.gov.uk);
- Or in writing to:

Housing Needs & Strategic Policy Manager

Tendring District Council, Town Hall, Station Road, Clacton-On-Sea, Essex, CO15 1SE

You must state why you think the decision is wrong and include any other information you think is relevant.

## HOW WILL THE REVIEW BE CARRIED OUT?

The review will be conducted by a senior officer not involved in the original decision.

Upon receiving a request for a review, the reviewing officer will write to the applicant, or advocate, to confirm if the review has been received within the statutory time limits and if it has, to acknowledge receipt and to introduce themselves as the reviewing officer. The officer will review the original decision, taking into account the information that has been made available, the council policies and any relevant legislation.

The reviewing officer will write to the applicant to let them know the outcome of the review in writing.

## IS THERE A TIME PERIOD DURING WHICH A REVIEW MUST BE COMPLETED?

In terms of homelessness applications, the final decision on review will normally be conveyed to the applicant, or advocate, within 56 days of the review request being received. If a longer time is needed to complete the review, the applicant will be notified as soon as possible to agree a later date for the completion of the review.

If the request for a review is in relation to the housing register, the Council will aim to respond to within 5-10 working days.

## ACCOMMODATION PENDING A REVIEW

If you are homeless or threatened with homelessness, there is no duty for us to provide you with accommodation pending your request for a review. However, accommodation can still be provided at our discretion. Accommodation must be requested, as it will not be automatically provided.

## COMPLAINTS PROCEDURE

If you are unhappy with any aspect of the management of your homelessness, or housing register application, but there is no right to review available, you can make a complaint using our formal complaints procedure.

## USEFUL CONTACTS

### **Citizens Advice Bureau**

18 Carnarvon Road, Clacton on Sea  
Morrisons Car Park, Dovercourt  
Telephone Advice Line:  
E-mail: [bureau@cabtendring.org.uk](mailto:bureau@cabtendring.org.uk)

0844 477 0808

### **Shelter Housing Aid**

Shelter Colchester  
Blackburn House  
32A Crouch Street  
Colchester  
Essex  
CO3 3HH  
Telephone  
E-mail: [colchester@shelter.org.uk](mailto:colchester@shelter.org.uk)

0344 515 1860

### **Local Government Ombudsman**

Website: [www.lgo.org.uk](http://www.lgo.org.uk)