

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
- you do not agree with the level of priority that has been awarded to reflect your own circumstances

Or, if you have applied to us as homeless, you have a legal right to request a review within 21 days of notification 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 your Local Neighbourhood Office within **21 days** of receiving our written decision.

In certain circumstances we may allow you longer than **21 days** to request a review. However, you must inform us of this and the reasons.

You, or your representative can give your reasons for requesting a review in person, if it is difficult to tell your reasons in writing.

We will consider all the information you or your representative provides us with before reaching a decision.

The decision about your review

The review panel which is chaired by a Senior Officer who has not been involved in the original decision will consider your request for a review of the original decision.

Notifying you of our decision

We will normally inform you of our decision on your review within **8 weeks** of receiving your request setting out the reasons for the decision.

If you believe that the decision was unreasonable or not in accordance with the law, then you may have a right of appeal to the High Court by way of a judicial review.

To help you to do this you may wish to contact a Solicitor or alternatively the following agencies:

Customer Relations

Roway Lane,
Oldbury,
B69 3ES
Tel: 0121 569 6000
Email:
customer_services@sandwellhomes.org.uk

Citizens Advice Bureau

0121 558 8500