

# beyond the letterbox



## APPEALS – what are your options?

The Department of Housing understands how decisions it makes can affect its customers.

If you receive an unfavourable decision, you may be able to request a review through the Department's Housing Appeals Mechanism. The appeal process ensures your concerns will be dealt with in a fair and open manner.

Some examples of decisions that can be appealed are:

- application for rental housing
- requests for priority housing assistance
- assessment of tenant liability charges
- requests to transfer to another rental home
- continued tenant eligibility for public housing
- bond assistance for private rental

Clients are advised of an unfavourable decision in writing with a Decision Review form that outlines why it was made and the policy section supporting it. An Appeals form and brochure will be enclosed with the letter. If you disagree with the decision you can speak with the original decision maker on the Decision Review form or complete the enclosed Appeals form and send it to a Department of Housing office.

The appeals process has been put in place so that decisions can be independently reviewed by people who were not involved in the original decision.

You have 12 months from the original decision to appeal an unfavourable decision. If there is a reason you were unable to appeal the decision within 12 months the matter can be referred to a senior manager.

Not all decisions are appealable. You can talk with a staff member at your local Department of Housing office to discuss your situation. To assist you understand the Appeal process you can refer to the Appeals brochure available from any Department of Housing office or access the information on the Departments website [www.housing.wa.gov.au](http://www.housing.wa.gov.au)





