



APPEALS

Factsheet

If tenants and applicants are not satisfied with Homes North's decisions about something that affects their tenancy, they have the right to make an appeal. An appeal is a formal review process that checks if Homes North's decision was right or wrong.

Homes North will listen to your concerns

If you think we have made the wrong decision, you should first talk to the Homes North staff member who made the decision. You may also talk to an alternative staff member who will listen to your concerns.

If you are still not comfortable or satisfied with the decision, you can lodge an Appeals form to have the decision further reviewed.

Homes North cannot review some decisions

Some decisions cannot be reviewed or appealed, for example; repairs, maintenance and lease issues, where an order has been made under the NSW Civil & Administrative Tribunal (NCAT). For more advice contact Homes North.

How to lodge an appeal: How to lodge an appeal:

- You have three (3) months from the date of the original decision to ask for a review and to put in an appeal.
- Fill out the relevant Appeals form found on our website: homesnorth.org.au or at any Homes North office.
- Ask for help if you cannot fill out the form, such as; a relative, friend or community worker to fill out the form on your behalf.
- Homes North staff members can also help to write

the appeal on your behalf.

- Talk to Homes North staff if you need someone to explain what extra information you may need to attach.

After you lodge an appeal, Homes North needs time to review your appeal

From the time we receive your written appeal, a Homes North staff member - who was not involved in making the original decision – will review your appeal. It usually takes 20 working days to be completed. If we need further information from you or another party it may take longer. After we have completed the review, we will send you a letter informing you of our decision and the reasons.

Tenants have the option to go to the Housing Appeals Committee

If you believe our decision about your appeal is still not right, you can ask for another review from the Housing Appeals Committee. This is an independent agency that reviews decisions of community housing providers and Housing NSW.

Help with lodging an Appeal

New England & Western Tenants Advice & Advisory Service (NEWTAAS): 1800 836 268

Northern NSW Aboriginal Tenants Advice & Advisory Service (NATAAS): 1800 248 913

Housing Appeals Committee: 1800 629 794

NSW Ombudsman - www.ombo.nsw.gov.au

Community Justice Centres - 1800 990 777

Want to know more?

- 📍 Contact your local office
- 🌐 Visit: homesnorth.org.au
- 📞 Emergency after hours: 1300 662 721