



APPEALS

Appeal or Complaint?

An appeal is **a request to reconsider a decision** (or any conditions attached to a decision) made by a member of staff or other person acting on behalf of Blairtummock Housing Association.

Tenants and other customers of the Housing Association may appeal against decisions.

Examples of decisions include:

- a decision on a request made by a tenant under the Tenancy Agreement (e.g. a request to assign a tenancy);
- a decision in relation to arrears action (e.g. the issue of a Notice of Proceedings);
- the rejection of an application for housing;
- the refusal of a request for a repair or adaptation;
- a decision to recharge a tenant for a repair;
- a decision to reject a membership application.

An appeal against a decision is not the same as a complaint and the provisions of Blairtummock Housing Association's Complaints Policy do not apply.

How to appeal

You have the right to submit an appeal against decisions made by Blairtummock Housing Association which affect you. The appeal will be considered by our Housing Management & Maintenance Subcommittee their decision will be final.

Appeals should be in writing and should say:

- What the decision was;
- The reasons for the appeal;
- What the desired outcome is.

You can use the form overleaf or write a letter.

We will not normally consider an appeal submitted more than 3 months after the date of the decision. We will not consider appeals which are vexatious, malicious or persistent.

The Director will write to inform you of the appeal decision.

APPEAL: against a decision made by Blairtummock Housing Association.

If you wish to appeal you may use this form or write a letter. You can ask a member of Blairtummock Housing Association staff or another agency to help you appeal.

The decision was: (say what decision BHA has made that you disagree with).

My reason for appealing is: (say why your think the decision was wrong. Use additional paper if you need to).

My desired outcome is: (say what you want to happen).

Print _____ (Please print your name here)

Signed _____ (Please sign your name here)

Address _____

Date _____ (Please enter the date here)