



# 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)