

APPEAL FORM

WHAT IS AN APPEAL?

An appeal is a request for the review of a decision Unity Housing has made. You may not always agree with a decision we make, in which case it is important that you tell us, and provide details to show why you believe this is the case.

If we have made a decision related to an existing or future tenancy and you believe the decision is not the correct outcome, did not consider all of the facts, or is not in line with our policies and procedures, then you have the right to appeal the decision, asking that we reconsider or seek an independent review. You have 30 days, from the date we inform you of our decision, to lodge an appeal.

WHAT CAN YOU APPEAL?

You can appeal any decision we make about your tenancy or housing registration. Examples include:

- Outcomes of any assessment of eligibility or financial circumstances
- Allocation of housing
- Condition or cleanliness of your property
- Rent and/or other charges (i.e. water, damages, repairs)
- Any other decision that affects your ability to comfortably occupy or use the property

If you are unsure, please contact us on 08 8237 8777 or email feedback@unityhousing.org.au.

HOW TO APPEAL A DECISION

There is an appeal form within this brochure, which can be completed and returned to Unity (instructions are on the form). If English is not your main language we can arrange an interpreter to help you with this.

If you would like advice, your Housing Officer or our Complaints and Appeals Officer is available to assist and can be contacted by phoning 08 8237 8777.

WHAT HAPPENS NEXT?

After we receive your request, we will:

- 1 **Let you know in writing** within two (2) business days that we have received it,
- 2 **Undertake a review** of the decision you are dissatisfied with, and
- 3 **Respond to you in writing** within 20 business days with the outcome.

This review process is free of charge and open to all tenants upon request. The appeal will be conducted by a senior manager within Unity. You may be required to meet with Unity to provide more details and assist us with this investigation.

IF YOU CHANGE YOUR MIND

There will be no negative consequences to your tenancy by appealing a decision we have made. You can withdraw your appeal at any time, which means the original decision will stand. Confidentiality will be maintained throughout the process, even if the appeal is withdrawn.

HOW TO TAKE THE APPEAL FURTHER

It is your right as a tenant to appeal a decision externally through the SA Civil and Administrative Tribunal (SACAT). SACAT provide an independent formal review process of a decision Unity has made. The meetings or hearings are similar to court proceedings, though less formal, and you are entitled to have a support person or advocate attend with you.

Requests for SACAT to review a decision must be made within 30 days of us notifying you of the decision you wish to appeal. You may request an extension of this time when making your application. Please be aware there is a cost involved in lodging a SACAT application. Details of costs and how to apply are available from www.sacat.sa.gov.au. You can appeal to SACAT via www.sacat.sa.gov.au/applications, phone 1800 723 767 or email sacat@sacat.sa.gov.au. Post to GPO Box 2361, Adelaide SA 5001.

Send completed form to:

Group Services

Unity Housing

Reply Paid 84254, Norwood SA 5067

T 08 8237 8777 E feedback@unityhousing.org.au

Name:

Address:

Phone number:

Email:

The decision I want to appeal: (Please say what service you requested and what you understand our decision to be)

Eligibility for housing Rent

Modification to a property Transfer

Permission to keep a pet Neighbour dispute

Non-renewal of lease

Other _____

Please tell us why you want to appeal this decision: (Attach extra pages if required)

DETACH HERE

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