

I have already asked to discuss this with

Unity Housing staff: Yes No

(Please tick one. If yes – please tell us when this was and who you dealt with)

I want you to consider the following: (Please tell us about anything we should be aware of so we can review our decision based on all the facts. You can attach copies of relevant letters or documents and write on extra pages if required.)

Signed: _____ Date: _____



www.unityhousing.org.au

OUR OFFICE LOCATIONS

HEAD OFFICE

10 Gibson Street, Bowden SA 5007

NORTHERN (by appointment only)

92 Main Road, Port Pirie SA 5540

SOUTH EAST (by appointment only)

Unit 6, 5 Percy Street, Mount Gambier SA 5290

THE TERRACE BOARDING HOUSE

260 South Terrace, Adelaide SA 5000

P: 1800 551 814

E feedback@unityhousing.org.au

Customer Care & Maintenance 1800 551 814

**Unity Housing office hours:
9am to 5pm Monday to Friday**

Not open on public holidays

VERSION 4/DECEMBER 2023



APPEAL A DECISION



This brochure provides information about how you can make an appeal.

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 **1800 551 814** 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, our Complaints and Appeals Officer is available to assist and can be contacted by phoning 1800 551 814.

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.

The appeal will be conducted by a senior manager within Unity. You may be contacted for further information or 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, BOWDEN SA 5007

T 1800 551 814 **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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