

What if I am not happy after the internal review and appeal?

If you believe the outcome of the CHL internal appeal process is still incorrect, there are external avenues available to you.

The NSW Housing Appeals Committee (HAC) is an independent appeals agency that reviews decisions made by community housing providers.

For more information call 1800 629 794, visit www.hac.nsw.gov.au or attend one of our local offices and our staff will be happy to help you.

Decisions that you believe breach our landlord responsibilities or deny your tenant rights under the Residential Tenancies Act should be resolved by application to the NSW Civil and Administrative Tribunal (NCAT).



New South Wales

Parramatta
4/20 Charles Street
Parramatta NSW 2150

Taree
183-185 Victoria Street
(PO Box 113)
Taree NSW 2430

Port Macquarie
Level 1, 16 Clarence
Street (PO Box 837)
Port Macquarie
NSW 2444

Coffs Harbour
Shop 1/19 Park Avenue
(PO Box 2523)
Coffs Harbour
NSW 2450

Kempsey
84 Belgrave Street
Kempsey NSW 2440

All enquiries:

1300 245 468

www.chl.org.au

feedback@chl.org.au



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

The CHL Group of Companies in Australia includes: Community Housing Ltd ABN 11 062 802 797, Community Housing (Vic) Ltd ABN 75 112 324 384, Community Housing (Qld) Ltd ABN 57 061 035 050, Community Housing (Tas) Ltd ABN 54 147 539 526, Aboriginal Community Housing Ltd ABN 23 165 108 654, Aboriginal Community Housing (Vic) Ltd ABN 62 653 394 293, Horizon Housing Realty ABN 22 623 498 644 and Australian Affordable Housing Solutions ABN 75 605 381 137.



COMMUNITY HOUSING LTD
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Community Housing Ltd Appeals

What is an appeal?

An appeal is a formal request to have a decision reviewed. You may not always agree with a decision we make. If you do not, it is important that you ask us to review our decision.

An appeal involves investigation and assessment of the original decision, to see if the outcome needs to be changed, either in part or in full.

What kind of decisions can be appealed?

For an applicant

- Not being accepted on the waiting list
- Being given a low priority on the waiting list
- Removal from the waiting list
- Being allocated a property you do not want to accept

For a resident

- The level of your rent payable
- Being refused rehousing
- Being refused permission to make modifications to your property

Starting it out informally

Many problems can be sorted out quickly and informally by speaking to the employee who is dealing with the matter.

Talk to the person who made the decision and ask them to reconsider it and give your reasons why you are asking them to do this.

If the outcome results in the same decision being made, or you believe the outcome to be incorrect, you can lodge an appeal with us and we will investigate your concern.

How to lodge an appeal

If an applicant, resident or stakeholder is dissatisfied with a decision made by CHL it is in their best interests to appeal as soon as possible after the original decision was made.

An appeal can be lodged by email, letter, phone or by completing an Appeal form. This form can be obtained by contacting any of our offices and can also be downloaded from our website.

Contact details of your nearest office are available on the back of this brochure or call **1300 245 468**.



Assessing and completing the appeal

Appeals will not involve the staff member that made the original decision.

Your Appeal request will be reviewed by senior management and if required will be referred to the Appeals Panel for determination.

Once the appeal assessment is completed the applicant will be formally advised in writing of the outcome (within 28 working days).

The appeal letter will explain the reason/s for the decision.

The decision will be based on collected information and investigation into your concern, as well as our policies, procedures and relevant regulations and legislation.

