

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

If you remain dissatisfied with the CHL internal appeal, there is an external process available to you through the NSW Housing Appeals Committee(HAC).

The HAC is an independent appeals agency that reviews decisions made by social housing providers state wide.

For more information call 1800 629 794, visit www.hac.nsw.gov.au or visit one of our local offices, 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 Consumer, Trade and Tenancies Tribunal.



COMMUNITY HOUSING LTD
GROUP OF COMPANIES
ABN 11 062 802 797
ABN 75 112 324 384

Locations

To contact your nearest CHL Office call
1300 CHL HOUSING (1300 245 468)

Registered office:

New South Wales
4/20 Charles Street
Parramatta NSW 2150
F: 02 9891 7611

Coffs Harbour office

1/19 Park Avenue
(PO Box 2523)
Coffs Harbour NSW 2450
F: 02 6651 6240

Kempsey office

57 Elbow Street
(PO Box 3004)
West Kempsey NSW 2440
F: 02 6562 2520

Erina office

Suite 3.11, Platinum
4 Ilya Avenue
(PO Box 3307)
Erina NSW 2250
F: 02 4265 7555

Port Macquarie office

Suite 2, 66 Lord Street
(PO Box 837)
Port Macquarie NSW 2444
F: 6583 6520

Taree office

183-185 Victoria Street
(PO Box 113)
Taree NSW 2430
F: 02 6550 0115

Wollongong office

Synergy Business Centre
Level 1, 1 Burelli Street
(PO Box 5335)
Wollongong NSW 2500
F: 02 4254 1001

Email: infonsw@chl.org.au

www.chl.org.au



COMMUNITY HOUSING LTD
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**Community
Housing Ltd
Appeals
Brochure**

What is an appeal?

An appeal is a request to have a decision reviewed. An appeal involves a fresh look at the person's case or issue to see if the outcome can be changed in full or in part.

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. We recognise that sometimes we may make a mistake or act in a way that is unfair; sometimes we may want to change the policies and procedures that guide how we make decisions.

What 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 tenant

- The level of your rent rebate
- Being refused rehousing
- Being refused a rent rebate
- 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 they make the same decision and you still think it is the wrong decision you can appeal.

How to lodge an appeal

If an applicant, tenant 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 collected by contacting any of our offices.

For the contact details of your nearest office or CHL NSW email address please refer to the back of this brochure.

Assessing and completing the appeal

Appeals will not involve the officer that made the original decision.

All appeals will be assessed by a more senior person, this may be the Manager Operations.

Once the appeal assessment is completed the appellant will be formally advised of the outcome [within 28 days].

The appeal letter will explain the reason(s) for the decision. The decision will be based on what you have written, an interview with you, the judgement of the person responsible for making the decision and our policy and procedure guidelines.

