



Hart Housing Register: Asking for a Review of a Decision

HS06B Hart Housing Register:
Asking for a Review of a Decision
Date Reviewed: April 2018

www.hart.gov.uk

The Housing Act 1996 (as amended) gives applicants the right to request a review of certain decisions the Council has made and the manner in which those decisions were reached.

You can ask us to review our decision if we decide:

- You cannot join the Housing Register
- You have been removed from the Housing Register
- You believe that your priority band award or registered bedroom need has been assessed incorrectly.

How to request a review

You will be notified in writing of the Council's decision and the decision letter will state whether you have the right to request a review. This means that you can ask us to reconsider your case, and the decision made, to ensure that we have complied with the law and have acted reasonably and in accordance with our policies.

If a review is requested, your case will be reviewed by a senior member of staff not involved with the original decision.

A review can be requested in person, via email housing@hart.gov.uk or in writing. Please send your written review request to:

The Engagement and Support Manager,
Housing Services,
Hart District Council,
Harlington Way,
Fleet, GU51 4AE

Your request for review can be made by you or by someone on your behalf.

Your request should arrive at the Council no later than 21 days from the date of the decision letter notifying you of the Council's decision.

Once we have received your request, your letter will be acknowledged. Any additional information that you wish to provide to support your review should be received within 14 days of your review request.

It is important to include any information that you think may assist us in reviewing your circumstances. Please tell us why you do not agree with the decision and provide any supporting evidence that you feel is relevant.

The senior member of staff reviewing your case will look at all the facts and reach a decision.

How long will it take for a decision to be reached?

The law states that the Council must notify you, in writing, of the review decision within 56 days of receiving the request.

It is possible that, in some circumstances, it may take longer as we need to collect additional information.

Should there be any delay, you will be advised at the earliest opportunity and we will seek your agreement in writing to extend the time we take to reach a decision.

In making the decision, the senior member of staff will check that it complies with the relevant legislation, Code(s) of Guidance and good practice.

If the Council reaches the conclusion that there was a deficiency or irregularity in the original decision but still upholds that decision, you can request an opportunity to make a further oral and/or written representation.

What can you do if you still disagree with the Council's decision?

If you remain dissatisfied with the decision following the review, you cannot ask us for another review if the review concludes that the decision complies with relevant legislation, Code(s) of Guidance and good practice.

You may, however, appeal to the County Court on a point of law. An appeal should be made within 21 days of the notification of the review decision. If you intend to appeal to the County Court, you may wish to seek advice from a solicitor or the local Citizen's Advice Bureau. They would also be able to offer guidance on the costs involved and how to obtain legal representation.

You may ask the Local Government Ombudsman to investigate if you feel that the Council has treated you unfairly. The Ombudsman will not normally get involved until your review has been concluded.

You can contact the Ombudsman by telephone **0300 061 0614** or visit www.lgo.org.uk

Contact Details:

Address: Hart District Council,
Harlington Way,
Fleet, Hampshire,
GU51 4AE

Tel: 01252 774420

Email: housing@hart.gov.uk

Web: www.hart.gov.uk

Facebook: [/HartDistrictCouncil](https://www.facebook.com/HartDistrictCouncil)

Twitter: [@HartCouncil](https://twitter.com/HartCouncil)

Instagram: [@HartCouncil](https://www.instagram.com/HartCouncil)

All Housing Advice Leaflets are available via our website at
www.hart.gov.uk/housing