

## TEMPORARY ACCOMMODATION

If you are currently in temporary accommodation but have made an appeal, consideration will be given to allowing you to stay in that accommodation pending the outcome of the appeal. If the original decision is upheld you will be required to leave.

## COMPLAINTS

If you are unhappy with the way BDHT or the Council have dealt with your case both organisations have formal complaints procedures. Please ask at the Council or BDHT for more details. You can also make a complaint to the

**Local Government Ombudsman**  
**The Oaks No 2, Westwood Way,**  
**Westwood Business Park,**  
**Coventry CV4 8JB.**  
**Telephone: 0247 682 0000**

## HELP

If you do not understand any of the information on this leaflet please do not hesitate to contact BDHT or the Council.

## CONTACT

### Contact Details

#### Bromsgrove District Housing Trust

Buntsford Court, 8.30am-5.30pm Mon-Thurs  
Buntsford Gate, 8.30am-4.00pm Friday  
Bromsgrove B60 3DJ.  
Tel: 01527 557557

#### Bromsgrove District Council

The Council House, 9.00am-5.00pm  
Burcot Lane, Monday-Friday  
Bromsgrove B60 1AA.  
Tel: 01527 881288

### For free, independent, confidential advice contact

#### Citizens Advice Bureau

50-52 Birmingham Road, Open for 'drop in' 9.00-3.30  
Bromsgrove B61 0DD. Mon. 9.00-3.00 Tues-Thurs  
Telephone Service also available Mon-Fri  
Tel: 01527 557397

**This leaflet can be provided in large print, braille, CD, audio tape and computer disc.**

If you require interpretation and translation services please phone  
**01527 881288**



**Bromsgrove**  
District Council

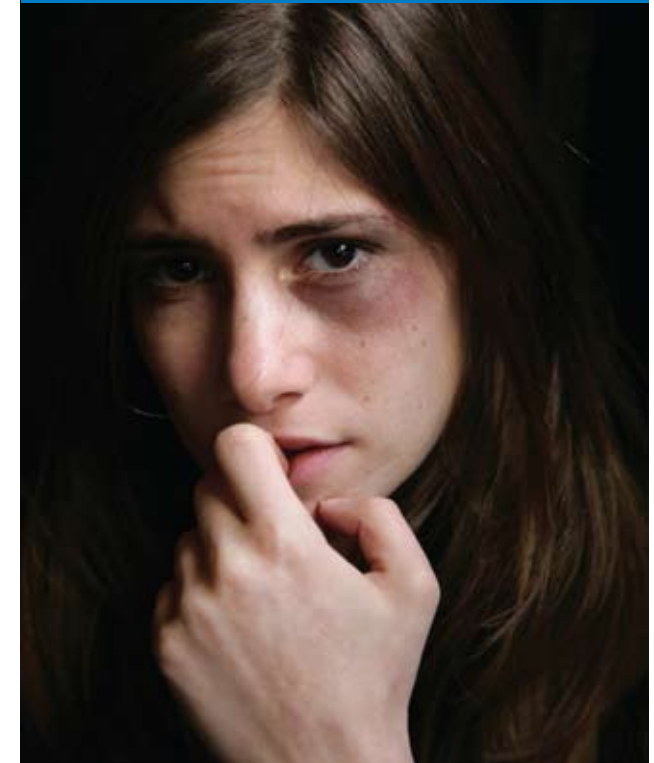
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)

The Council House, Burcot Lane, Bromsgrove B60 1AA.  
Tel: 01527 881288 Fax: 01527 881313



VERSION 4

# Homeless ? The Right to a Review



**BROMSGROVE DISTRICT**  
**HOUSING TRUST**



**Bromsgrove**  
District Council

[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)

# Your Rights

If Bromsgrove District Housing Trust (BDHT) have made a decision on behalf of the Council on your homeless application, you have a right to ask for a review of that decision.

## YOU CAN ASK US TO LOOK AGAIN AT ANY OF THESE DECISIONS

- Whether you are eligible for housing
- The duty the Council has to help you
- If your case has to be referred to another Council
- If the housing offered to you is suitable or not

## HOW TO ASK FOR A REVIEW

You must make your request within 21 days of receiving the formal notification of our decision. In certain circumstances we will allow you a longer period if you have a good reason. If we agree, we will write and tell you. Please put a request for a review in writing to the Senior Housing Needs Officer at Bromsgrove District Housing Trust (BDHT). If your first language is not English we will give you a translated guide on how to request a review. If you have asked for a review of your decision and are in temporary

accommodation, we will usually allow you to stay in your temporary accommodation until your appeal is heard.

## WHAT SHOULD YOU DO

Once you have told us the reasons that you would like your case looked at again we will write to you to confirm the date of the review. You can choose either a written review where you will provide the reasons for asking for a review in writing or a review in front of a panel. If you choose to appear in front of a panel you must let us know within 10 days of asking for your decision to be reviewed in order that it can be arranged. We will allow you to bring a friend or representative with you and we will look at any additional information about your case that you have provided.

## WHO WILL MAKE THE DECISION

Each request to look at a case again will be considered by a Review Panel consisting of an officer from the Strategic Housing Department and an independent housing expert who has not been involved in the original decision. The Council will meet the cost of this.

## MAKING THE DECISION

The decision will be made on the facts known at the date of the review. In some cases we may need to ask you for more information so that a decision can be made and this may mean meeting with you again to discuss your application and circumstances.

## NOTIFYING YOU OF OUR DECISION

We will write to you and let you know the outcome of the review and the reasons for the decision.

## APPEAL TO THE COUNTY COURT

If you are not happy with the decision made by the Review Panel you can appeal to the County Court on a point of law. You must make your appeal within 21 days of being notified of our final decision either verbally or in writing. You may wish to seek independent legal advice.

