

Homeless Appeals Process

A Guide for Applicants

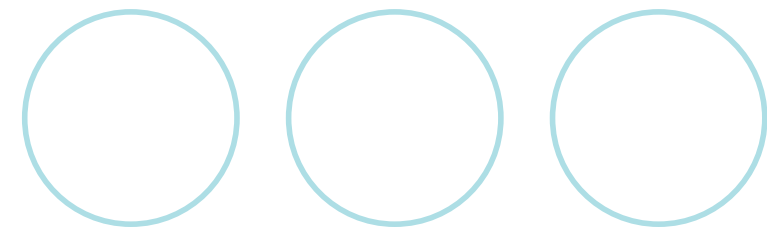


Falkirk Council
Corporate & Neighbourhood Services



Homelessness Appeals Process

If you don't agree with the decision that is made about your homeless situation or there is additional information relevant to your homeless situation, then you can ask for the decision to be reviewed. This leaflet explains how the Homelessness Appeals Process works.



Homelessness Decisions

When your Assessment Officer has reached a decision on your homeless application, they must write to you and explain the reasons for their decision.

If you don't agree with this decision, for example, it has been decided that:

- ♦ *you are not homeless or*
- ♦ *you are not in a priority need group or*
- ♦ *your own actions have led to you being homeless (intentionally homeless) or*
- ♦ *you do not have a local connection with the Falkirk Council area or*
- ♦ *you require supported accommodation,*

you can ask for the decision to be reviewed. You have 21 days from the date you get our decision letter to ask us to review your case.

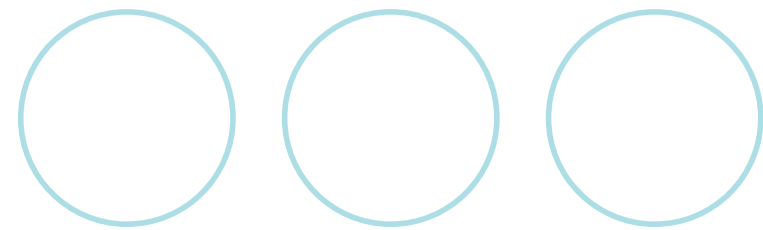
If you want us to review our decision, you should fill in the attached form or speak to a member of staff at the Accommodation Resource Centre (ARC) who will record your concerns.

When you have filled in the Homelessness Appeals Form, you should return it to the:

Accommodation Resource Centre
Co-ordinator
21-25 High Street
Falkirk
FK1 1ES

Your appeal will be considered by an Appeals Panel which will include Service Managers who have not been involved in your homeless decision.

We will write and tell you the outcome of the review and give the reasons for our decision within 10 working days.



Temporary Accommodation Placement : Appeals Process

If you are unhappy with the temporary accommodation you have been offered you can use the appeals process to have this reviewed for the following reasons.

The accommodation provided;

- ◆ *is overcrowded*
- ◆ *is in an unreasonable condition*
- ◆ *does not meet special needs of you and your household*

If you want us to review the offer, you should fill in the attached form or speak to your Accommodation Officer or Support Worker or a member of staff at the ARC who will record your concerns about your temporary housing.

Your Appeal will be considered by an Appeals Panel which will include Service Managers who have not been involved in your temporary accommodation placement.

We will write within 10 working days and tell you the outcome of your appeal.

Judicial Review

If you are still not happy with our decision you have the right to judicial review of this decision. To do this, you should contact either a Housing Solicitor or Shelter who will advise you about the legal process.

In a Judicial Review, the court cannot substitute its own opinion for that of the Council but it may decide that the Council has:

- ◆ *exceeded or abused its powers*
- ◆ *has failed to perform the duty delegated to it*
- ◆ *has shown bias.*

Legal Advice

Shelter

Shelter can give free, independent and confidential advice on all housing matters.

Tel: 0808 800 4444

Local Solicitors

A list of local solicitors can be found in the "Yellow Pages"

Local solicitors with knowledge of housing law can be found by contacting:

The Law Society of Scotland
26 Drumsheugh Gardens
Edinburgh EH3 71R
Tel: 0131 226 7411

Other Advice and Support Agencies

Falkirk and District Women's Aid
4 Wellside Place
Falkirk FK1 5RL
Tel: 01324 635661

Falkirk District Association for Mental Health
The Victoria Centre
173 Thornhill Road
Falkirk FK2 7AU
Tel: 01324 671600



Citizens Advice Bureaux

Falkirk CAB
27 - 29 Vicar Street
Falkirk
FK1 1LL
Tel: 01324 611244

Denny and Dunipace CAB
24 Duke Street
Denny FK6 6DD
Tel: 01324 823118

Grangemouth and Bo'ness CAB
1 Kerse Road
Grangemouth FK3 8HW
Tel: 01324 483467

Contact List for the Accommodation Resource Centre and Neighbourhood Offices/One Stop Shops

Accommodation Resource Centre

21-25 High Street
Falkirk
FK1 1ES
01324 503600
Freephone 0800 587 4440

Bo'ness One Stop Shop

24 East Pier Street
Bo'ness
EH51 9AB
01506 778899

Denny One Stop Shop

Carronbank House
Carronbank Crescent, Denny
FK6 6GA
01324 504050

Callendar Square One Stop Shop

Callendar Square
Falkirk
FK1 1ZF
01324 506868

Grangemouth One Stop Shop

5 York Lane
Grangemouth
FK3 8BD
01324 504550

Camelon One Stop Shop

256 Main Street
Camelon, Falkirk
FK1 4DY
01324 503640

Stenhousemuir One Stop Shop

398 Main Street
Stenhousemuir
FK5 3JR
01324 503340

Dawson Centre

David's Loan
Falkirk
FK2 7RG
01324 501450

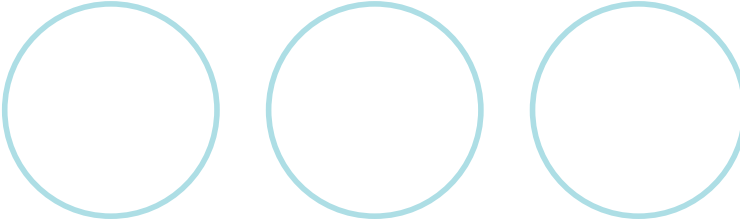
If you would like this information in another language, Braille, LARGE PRINT or audio please contact the ARC or one of our Neighbourhood Offices or One Stop Shops.

اذا كنت تحتاج لهذه المعلومات لغة اخرى، بريتيل، احرف مكبرة او مترجمة كسيتيم، نرجوا منك الاتصال بمركز الاسكان او واحد من نيويو هود اوفيسيز. ون مستوب نومبر. هناك قائمة وترقا الهوائيات والعنوانين متوفرة في نهاية هذا الكتيب.

如果您希望獲得此份表格於其他語言，大體字體或錄音帶，請與 Accommodation Resource Centre 或 Neighbourhood Offices/One Stop Shops 聯絡。在這本小冊子的末尾有一條聯絡地址和電話號碼。

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਡਿਜ਼ੀਟਲ ਕੰਟੈਕਟ ਐਕਸੀਜ਼ੈਸ਼ਨ ਸੈਂਟਰਜ਼ ਜਾਂ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

تمّ ايجاد معلوماتك في الاسكان في مركزنا في غرانغموث في اسكتلندا. ون مستوب نومبر. هناك قائمة وترقا الهوائيات والعنوانين متوفرة في نهاية هذا الكتيب.



Homelessness: Appeals Process

Your Name

Address and Post Code

Daytime Telephone No.

Grounds for Appeal

Homelessness Application

You can appeal about a decision that has been made in connection with your homeless application for the following reasons:

- A. I have been found not to be homeless or threatened with homelessness
- B. I have been found to be "not in priority need"
- C. I have been found to be "intentionally homeless"
- D. I have been found to have "no local connection"

Please indicate the ground for your appeal by ticking the box that applies. Please note you can only appeal on one of the grounds listed above.

Temporary Accommodation Placement

You can also appeal your offer of temporary accommodation for the following reasons:

- A. The accommodation provided is overcrowded
- B. The accommodation provided is in an unreasonable condition
- C. The accommodation provided did not meet special needs of you and your household

Homeless Appeals Process



Please explain why you wish to appeal against the decision made in connection with your homeless application or temporary accommodation. Remember, your case has already been investigated so simply saying that our decision is wrong or repeating your original circumstances is unlikely to lead to a change in the original decision. If you have information that was not available at the time of the original assessment you should include this in your appeal. Give as much information as you can and use a separate sheet if you need to.

Signature

Date