

Appeals Process

Please explain why you wish to appeal against the decision made in connection with your housing application. Give as much information as you can and use a separate sheet if you need to.

Signature
Date

When you have filled in this form you should return it to your local Neighbourhood Office/One Stop Shop. A contact list of addresses and telephone numbers is provided on the back of this leaflet.

Accommodation Resource Centre / Neighbourhood Offices / One Stop Shops

Accommodation Resource Centre
21-25 High Street
Falkirk FK1 1ES
Freephone: 0800 587 4440
Tel: 01324 503600
Fax: 01324 503601
E-mail: arc@falkirk.gov.uk

Denny One Stop Shop
Carronbank House
Carronbank Crescent
Denny FK6 6GA
Tel: 01324 504050
Fax: 01324 504051
E-mail: housing.denny@falkirk.gov.uk

Bo'ness One Stop Shop
24 East Pier Street
Bo'ness EH51 9AB
Tel: 01506 778899
Fax: 01506 778900
E-mail: housing.boness@falkirk.gov.uk

Grangemouth One Stop Shop
5 York Lane
Grangemouth FK3 8BD
Tel: 01324 504550
Fax: 01324 504551
E-mail: housing.grangemouth@falkirk.gov.uk

Falkirk One Stop Shop
Callendar Square
Falkirk FK1 1ZF
Tel: 01324 506868
Fax: 01324 506881
E-mail: housing.falkirk@falkirk.gov.uk

Stenhousemuir One Stop Shop
398 Main Street
Stenhousemuir FK5 3JR
Tel: 01324 503340
Fax: 01324 503341
E-mail: housing.stenhousemuir@falkirk.gov.uk

Camelon One Stop Shop
256 Main Street
Camelon, Falkirk FK1 4DY
Tel: 01324 503640
Fax: 01324 503641
E-mail: housing.camelon@falkirk.gov.uk

Dawson Centre
David's Loan
Falkirk FK2 7RG
Tel: 01324 501450
Fax: 01324 501451
E-mail: housing.dawson@falkirk.gov.uk

If you would like this information in another language, Braille, large print or audio tape please contact one of our Neighbourhood Offices or One Stop Shops.

Arabic
إذا كنت تحتاج لهذه المعلومات بلغة اخرى، بريل، احرف مكبرة او اشريطة كاسيت، نرجوا منك الاتصال بمركز الاسكان او واحد من نيور هود اوفيسيز/ ون ستوب شوبس. هناك قائمة بارقام الهواتف و العناوين متوفرة في نهاية هذا الكتيب.

Urdu
اگر آپ کو یہ معلومات کسی دوسری زبان، بریل، بڑے حروف کی چھپائی یا آڈیو ٹیب میں درکار ہیں تو براہ کرم ہماری آڈیو ڈسٹری بیوٹرز سے رابطہ کریں۔

Punjabi
ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਫ਼ਿਰ ਪੜ੍ਹ ਕਰਕੇ ਐਕਸੈਸ ਕਰੋ।
ਰੀਜ਼ੋਰਸ ਸੈਂਟਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Chinese
如果你希望獲得此份表格的其他語言譯本，凸字印刷，大號字體或錄音帶，請與 Accommodation Resource Centre 或 Neighbourhood Offices/ One Stop Shops 聯絡。在這本小冊子的末頁有一份聯絡地址和電話號碼。

Lithuanian
Jeigu jūs norėtumėte gauti šią informaciją kita kalba, Brailio šriftu, stambiu šriftu ar įgarsintą, prašome susisiekti su vienu iš mūsų Apylinkių ofisų/Filialų.

Polish
Jeżeli chciałbyś/chciałabyś uzyskać owe informacje w języku innym aniżeli język angielski, w języku Braille'a, w DUŻYM FORMACIE lub zapisane na kasetach audio skontaktuj się z jedną z Naszych placówek.

HOMESPOT APPEALS PROCESS



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Appeals Process

If you are unhappy about a decision that has been made about your housing application you can ask to have the situation looked at again by using the Appeals Procedure.

You can use the Appeals Procedure if:

- You think that the priority (Band) you have been given is wrong
- You think you have been unfairly suspended from the housing list or you think that your application has been cancelled unreasonably
- The house you have been offered does not match the choices you made on your application
- You think that the house you have been offered is in an unreasonable condition
- You think that your priority has been removed unreasonably because you have refused two offers
- The Council has refused to make you an offer of housing.

If you want to use the Appeals Process, you should fill in the attached form or speak to a member of staff at the Accommodation Resource Centre or Neighbourhood Office/One Stop Shop who will make a record of your concerns.

When we receive your appeal, the local Neighbourhood Manager will look into the matter and reply to you within seven working days. If you are not happy with this response, a Neighbourhood Manager from another Office will be asked to consider the matter and reply to you within 10 working days.

If you are still not satisfied with the response you get, you can make a final appeal to the Neighbourhood Services Management Team. The Management Team meets weekly to consider cases and you will be told the outcome of your appeal within 7 days.

If you have gone through all the stages of the Appeals Process and you are still not satisfied, you may wish to take your complaint to the Scottish Public Services Ombudsman for final independent arbitration.

Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh EH3 7NS. Tel: 0800 377 7330, or visit there website at www.spso.org.uk

It should be noted that if your appeal involves the offer of a house, and the matter cannot be resolved within the first 7 days, it will not be possible for the house to stay “on offer” to you. If the matter cannot be resolved by the local Neighbourhood Manager, the house will be allocated to another applicant from the housing list.

Appeals Process

Name

Address and Post Code

Daytime Telephone No.

Grounds for Appeal

You can appeal about a decision that has been made in connection with your housing application for the following reasons. Please indicate the ground(s) for your appeal by ticking the box that applies.

- A. My housing need has been wrongly assessed i.e. my priority (Band) is wrong
- B. I think I have been unfairly suspended from the housing list or my application has been cancelled unreasonably
- C. The house I have been offered does not match the choices I made on my housing application
- D. The house I have been offered is in an unreasonable condition
- E. My priority (Band) has been removed unreasonably because I refused two offers
- F. The Council has refused to make me an offer of housing

If your appeal is about C or D listed above please provide the address of the house you have been offered:

