# **Your Homespot Appeals Process**

If you are unhappy about a decision that has been made about your housing application, you can ask us to look at your situation again, using the Appeals Process. The reasons you can appeal and the timescale for when you will need to get in touch with us to appeal are listed below.

If you want to use the appeals process, you should fill in the form attached to this leaflet and return it to the Allocations team at: [allocations.team@falkirk.gov.uk](mailto:allocations.team@falkirk.gov.uk).

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| **Grounds for Appeal** | **Timescale for Appealing** |
| The Council has refused to make you an offer of housing | You can appeal this at any time |
| The priority Band you’ve been awarded doesn’t match your situation | You can appeal this at any time |
| You have been suspended from the housing list | Up to 21 days from the date of suspension |
| Your application has been cancelled | Up to 21 days from the date of cancellation |
| You have been offered a property that is in unreasonable condition | Up to 21 days from the date you were offered the property |
| The property you’ve been offered doesn’t match the choices that you’ve made on your application form | Up to 21 days from the date you were offered the property |
| Your Band 1 or Band 2 priority has been removed because you have not bid for 3 months | Up to 21 days from the date your priority was removed |
| Your Band 3 or Band 4 priority has been removed because you have not bid for 12 months | Up to 21 days from the date your priority was removed |
| Your priority has been removed because you have refused offers of housing or a direct match | Up to 21 days from the date your priority was removed |

When we receive your appeal, we will look into your situation and reply to you within 7 working days. If you are not happy with our response, a Senior Officer will look at your situation and appeal again and reply to you within 10 working days.

This is known as a Stage 2 appeal and is the final stage of the appeal process. If your appeal relates to a property you have been offered, and your appeal can't be resolved within 7 working days, it will not be possible for the property to remain 'on offer' for you.

If your appeal can't be resolved, the property will be allocated to another applicant on the housing list.

## **Your Grounds for Appeal**

You can appeal about a decision that has been made about your housing application for the reasons listed below. Please tick the boxes that apply to your situation.

* The priority Band I have been awarded doesn’t match my situation
* My Band 1 or band 2 priority has been removed because I have not placed a bid for 3 months
* My Band 3 or Band 4 priority has been removed because I have not placed a bid for 12 months
* I have been suspended unfairly from the housing list
* My application for housing has been unreasonably cancelled
* The property I have been offered doesn’t match the choices I made on my housing application form
* I’ve been offered a property I think is in an unreasonable condition
* The Council has refused to make me an offer of housing
* My priority has been removed unreasonably because I've refused offers of housing or a direct match

Please use the space below to explain why you'd like to appeal the decision that has been made about your housing application. Give as much information as you can and use a separate sheet of paper if you need to.

If your appeal is about a property you've been offered, please provide the address of the property below:

Signature: Date:

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