

**Appeals Process**

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

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Signature

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Date

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When you have filled in this form you should return it to your local Neighbourhood Office/One Stop Shop or Access to Housing Team. Contact addresses and telephone numbers are listed on the back of this leaflet.

# Your Homespot Appeals Process

TENANT APPROVED

Have your say on how your Housing Service is run, or how it could be improved. To find out more, contact Inspector Tenant on 01324 590796, email [inspector.tenant@falkirk.gov.uk](mailto:inspector.tenant@falkirk.gov.uk) or visit us at [www.falkirk.gov.uk/inspectortenant](http://www.falkirk.gov.uk/inspectortenant) for more information.

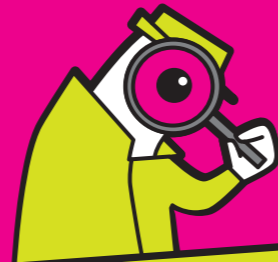


Falkirk Council

[www.falkirk.gov.uk/homespot](http://www.falkirk.gov.uk/homespot)

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.

April 2015



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.

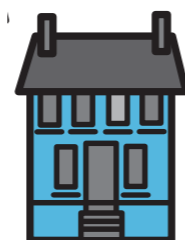
<b>You can use the Appeals Procedure if:</b>	<b>Timescale for appealing</b>
You think that the priority (Band) awarded to you does not reflect your needs.	You can appeal this at any time.
You think you have been unfairly suspended from the housing list or you think that your application has been cancelled unreasonably.	Up to 21 days after the date of suspension/ cancellation.
The house you have been offered does not match the choices you made on your application.	Up to 21 days from the date you were offered the property.
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 or if you are a Home Seeker and refuse a direct match offer.	Up to 21 days after the date the priority was removed.
The Council has refused to make you an offer of housing.	You can appeal this at any time.

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

When we receive your appeal, the Allocations or Neighbourhood Co-ordinator will look into the matter and reply to you within seven working days of receiving your appeal.

If you are not happy with this response, a Senior Neighbourhood Co-ordinator will consider the matter and reply to you within 10 working days of receiving your stage 2 appeal. This is the final stage of the appeals process.

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 at the initial stage the house will be allocated to another applicant from the housing list.



### **Access to Housing Team / Neighbourhood Offices / One Stop Shops.**

**Access to Housing Team**  
Callendar Square, Falkirk FK1 1ZF  
Tel: 01324 503600  
Freephone 0800 587 4440  
Email: ath@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

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

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

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

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

### **Grounds for Appeal**

Name

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Address

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Post Code

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Daytime Telephone No.

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### **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 unacceptable 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:

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