



APPEALS

SOUTHERN CROSS HOUSING FACT SHEET

HOW TO MAKE AN APPEAL

We love getting feedback about what works for you as much as we appreciate hearing about the things which you are not happy with.

At Southern Cross Housing (SCH) we make decisions that aim to be transparent and fair to everyone. Decisions are made in accordance with criteria that is outlined in SCH Policies, which are written to ensure that SCH meets Commonwealth and NSW State Government agreed standards of service for community housing.

You may not always agree with a decision that we make. If you do not, you can ask us to reconsider our decision. This is called an Appeal. An appeal is different to a complaint. Complaints are submitted when you are concerned about an aspect of service delivery. An appeal is lodged when a decision has been made by SCH that you are unhappy with.

If you are unsatisfied with the outcome of your complaint, or with a decision made that affects you, you can lodge an appeal to have the decision reassessed by using our Appeals Form. All appeals are assessed by an independent manager who was not involved in the initial outcome or decision.

Below are examples of decisions you may want reconsidered:

For an applicant:

- ✓ Not being accepted on the housing waiting list.
- ✓ Being allocated as low priority on the housing waiting list.
- ✓ Being removed from the housing waiting list.
- ✓ Being offered a property you do not want to accept.
- ✓ The number of bedrooms you are entitled to.
- ✓ Being refused temporary accommodation.

For a tenant:

- ✓ The level of your rent rebate.
- ✓ Water charges or refusal of a water usage allowance.
- ✓ Being refused re-housing or a transfer.
- ✓ Being refused a rent rebate or having your rebate cancelled.
- ✓ Being refused permission to make modifications.

For a past tenant:

- ✓ The classification of your ex-tenancy.
- ✓ Charges for tenant damages.
- ✓ Security of tenure.



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HOW TO LODGE AN APPEAL

1. Fill out our online appeals form via our website www.scch.org.au/compliments-complaints-appeals/.
2. Ring us on 1300 757 885 and we will post you an appeals form.
3. Post your completed form to P.O Box 2531 Bomaderry NSW 2541.

Southern Cross Housing will acknowledge the appeal within two (2) working days of receiving it. An independent senior member of Southern Cross Housing who was not involved in the original decision, will review the original decision and look at the relevant SCH policy, your information and any new information you may wish to present, as well as any other records that SCH may have on the matter.

The investigation will be completed within 21 working days and/or sooner, with a written response provided to you. If you don't agree with the outcome, you can have the matter reviewed externally by the independent NSW Housing Appeals Committee (HAC), this is a Second Tier Appeal. The HAC deals with appeals on decisions about services provided by Community Housing providers such as Southern Cross Housing.

If the matter relates to your tenancy, such as repairs and maintenance, you can make an application to the NSW Civil and Administrative Tribunal (NCAT). NCAT is the main forum for resolving tenancy disputes between landlords and tenants in New South Wales.

Following are links for further information:

- Housing Appeals Committee (HAC):
www.hac.nsw.gov.au
- NSW Civil and Administrative Tribunal (NCAT) call 1300 135 399 or visit:
www.ncat.nsw.gov.au
- Department of Fair Trading call 13 32 20 or fill out the online form at:
www.cas.fairtrading.nsw.gov.au/icmspublicweb/forms/Tenancy.html

You can also ask for advocacy and support through the NSW Tenants Union and local services.

