



# Appeals Policy

<b>Responsible Manager</b>	Manager, Housing
<b>Head of power</b>	<i>Local Government Act 2009</i> <i>Local Government Regulation 2012</i> <i>Housing Act 2003</i> <i>Housing Regulation 2003</i> <i>Residential Tenancies and Rooming Accommodation Act 2008</i> Housing Policy
<b>Authorised by</b>	Council
<b>Authorised on</b>	30 June 2021
<b>Implemented from</b>	July 2021
<b>Last reviewed</b>	2021
<b>Review history</b>	2017, 2018
<b>To be reviewed on</b>	June 2023
<b>Corporate Plan</b>	People, Sustainability and Prosperity

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## 1. Purpose

Council is strongly committed to ensuring that the local government principles are reflected in the Appeals Policy.

### 1.1 Overview

This policy sets out the principles to be followed when an appeal is received. The *Residential Tenancies and Rooming Accommodation Act 2008* sets out the rights for tenants to appeal reviewable decisions by Council's Housing Unit regarding:

- a) a person's eligibility to be offered social housing assistance;
- b) the type of social housing to be offered to an applicant;
- c) the area where social housing is to be offered to an applicant.

## 2. Application

This policy applies to all tenants, staff, Councillors, contractors, agents and assigns of Council.

## 3. Legislation/Policies

This policy is established with reference to obligations specified in the *Housing Act 2003*. This policy is to be applied in conjunction with *Housing Complaint Management Policy*.

## 4. Provisions

- a) Council will in the first instance encourage negotiation with the tenant with the aim to resolve the issue, before tenants consider the appeals process.
- b) Council supports the right to appeal, based on Council's commitment to:
  - i) **Accessibility:** all social housing tenants have the right to challenge decisions relating to the provision of housing services they believe are incorrect;
  - ii) addressing and responding to matters quickly and fairly;
  - iii) **Redressing:** reassessing decisions if policy is not applied correctly;
  - iv) **Accountability:** all decisions must be documented clearly and openly to ensure integrity in the process.
- c) The appeals process provides Council with the opportunity to review policy and procedure effectiveness.
- d) Council is committed to delivering quality client service, mutual respect and support to staff and tenants.

Manager Responsible for Review:

Manager, Housing



**Adoption:** 30 June 2021

**Due for Revision:** 30 June 2023

Hollie Faithfull  
A/Chief Executive Officer