

Social & Affordable Housing Appeals Policy

Applies to Property & Housing

Rental Housing

Policy Statement

If a social or affordable housing tenant or applicant in NSW is dissatisfied with a decision made by Uniting relating to eligibility, allocations and specified tenancy issues, an appeal may be lodged so that the decision can be reviewed. This policy describes the Uniting internal appeals arrangements and also the option of elevating the appeal to an independent external agency.

This policy applies only to tenants in social and affordable housing programs.

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1 Purpose

This policy sets out the rights of Uniting social and affordable housing tenants and applicants to appeal against decisions made by Uniting relating to eligibility, allocations and specified tenancy issues. It aims to ensure that Uniting has a consistent, systematic approach and monitors feedback on its services and its decisions.

2 Scope

This policy applies only to tenants/applicants in NSW Government-subsidised social and affordable housing programs. It does not apply to Uniting's general accommodation or NRAS.

This policy does not apply to situations where a tenant is dissatisfied with a service or wishes to make a complaint. These situations can be dealt with under the Complaints Policy.

3 Compliance

This policy forms part of the Uniting Policy Framework.

4 Policy principles

- A tenant who is housed under a social or affordable housing program in NSW, or an applicant for such a tenancy, has a right to appeal a decision made by Uniting if they believe that Uniting has made the wrong decision and the decision relates to a matter covered by this policy. They will be made aware that they have the right to appeal at the time they are informed of the decision.
- Tenants and applicants will also be informed of their right to escalate the appeal to the independent Housing Appeals Committee in NSW (HAC) if they are not satisfied with the outcome of the internal appeal.
- All appeals will be investigated with procedural fairness, confidentiality and privacy.
- Tenants or applicants may involve their own advocate or support person at any point in the appeals procedure.
- A tenant or applicant will not be disadvantaged by making an appeal.

5 Roles and responsibilities

All relevant Rental Housing and Seniors staff to comply with this policy.

6 Legislation and standards

- [Housing Appeals Committee](#)
- [Housing Pathways Eligibility](#)
- [NSW Affordable Housing Guidelines](#)

7 Related Policy Documents and references

- Social & Affordable Housing Appeals Procedure

- Uniting Customer Complaint and Feedback Policy
- Uniting Incident, Complaint & Feedback Management Policy
- Social & Affordable Housing Appeals Form

8 Social & Affordable Housing Appeals Form Definitions

Capitalised terms are defined below, or if not defined below, in the Uniting Policy Framework Glossary.

Term	Definition
SAHF	Social and Affordable Housing Fund
NRAS	National Rental Affordability Scheme