

All About It - Your Right of Appeal

Why you have a Right of Appeal

Resident involvement and feed back is very important to us. This appeals policy will provide residents with a clear process for challenging the timing of improvements to their home as featured in the Decent Homes Programme.

Decent Homes Programme

Your copy of the 5 year Decent Homes programme will show when we intend to look into carrying out major improvement works in your street or estate. We also hold Decent Homes information on a computer data-base which tells us what year we should expect each property to fail the Decent Home standard. An independent survey is carried out before we order any works to ensure that it is reasonable to carry out the work at that time and we use this information to instruct the contractor.

The 5 year Decent Homes programme funding from the Government does not allow for every street, estate, flat or house to have works carried out if the property is deemed unlikely to fail the Decent Homes standard in the near future. The properties in most need are targeted which may mean that some neighbourhoods receive less work than others.

General policy statement

All residents will have the opportunity to access Decent Homes works where they are necessary. It will be an aim of the policy to ensure that the process is fair and does not disadvantage any person or representative group.

This policy applies where:

1. A resident or representative group believe that a property or group of properties not currently featured in the Decent Homes Programme should receive Decent Homes Works

OR

2. A resident or representative group believe that a property or group of properties should receive Decent Homes Works earlier than planned.

Procedure

A resident or representative group who wish to appeal for works in accordance with either 1 or 2 above must do so in writing to the Asset Manager, Sutton Housing Partnership.

- The letter must specify the property and type of works required and reasons for the appeal.
- The Asset Manager will acknowledge the appeal within 5 working days and will check property records and instruct additional independent surveys as appropriate.
- The Asset Manager will make a decision according to Decent Homes failure criteria, the funding available and the expert opinion of any surveyors commissioned.
- The Asset Manager will notify the resident/group with the appeal findings in writing giving reasons for the decision.

If the appeal is successful, the Decent Homes programme will be modified accordingly and affected residents will be notified that works are to take place within the usual consultation process.

Reviewing the Decision

An appeal against the decision must be made in writing to the Asset Manager, Sutton Housing Partnership detailing the reasons and seeking a review.

Reviews will be considered by The Board and the Property Services Director of Sutton Housing Partnership at a board meeting determined by the board itself. The resident or group will be able to put the case forward in person if they wish. In addition members of any resident's group such as SFTRA may be invited to provide support but will not be involved in making the final decision.

The Decision of the Board and the Director of Property Services will be final.