



Housing Appeals Committee

Appealable Issues

Appealable Issues for Applicants

Decisions about;

- General eligibility for social housing
- Former tenant categories
- Removal from the Housing Register and community housing waiting lists
- Dwelling entitlements
 - House/townhouse or apartment
 - Number of bedrooms
- Locational entitlement & entitlement to 'high demand zones'
- Offers of properties and the suitability of each offer
- Eligibility for Priority Housing
- Eligibility for Emergency Temporary Accommodation
- Eligibility for Special Assistance Subsidies
- Eligibility for Rentstart
 - Partial bond and rent in advance
- Eligibility for Rentstart Plus
 - Additional bond and rent in advance
 - Temporary accommodation



Appealable Issues for Tenants

Decisions about;

- Eligibility to transfer
- Removal from the Transfer Register and community housing transfer waiting lists
- Dwelling entitlements
 - House/townhouse or apartment
 - Number of bedrooms
- Locational entitlement and entitlement to 'high demand zones'
- Offers of a property and the suitability of each offer
- Rental subsidy assessments
- Cancellation of a rental subsidy
- Modifications to a property
- Mutual exchange of tenancies
- Former tenant charges
- Tenure (new)
- Entitlement to a new tenancy (new)
- Water charges - health & disability allowance entitlement (new)



Non-Appealable Issues

- ✘ Matters which are the responsibility of other tribunals (eg. Tenancy matters are within the jurisdiction of the Consumer, Trader & Tenancy Tribunal)
- ✘ The content of a housing provider's policy
- ✘ The allocation of a specific dwelling
- ✘ Decisions that are not directly related to the client
- ✘ Internal administrative and funding matters such as staff levels at an office or funding for programs
- ✘ The time taken to provide a service (unless specified in policy)
- ✘ Matters not related to the provision of housing services (eg. Support and referral services, tenant participation or membership rights)
- ✘ Matters related to housing strategies for which a client cannot apply (eg. Headleasing program)
- ✘ Services for which the applicant has already received the maximum allowable under the policy

Time Limits for Appeals

It is in a client's best interest to apply for a review as soon as possible after the original decision was made. Generally, the right to a review is limited to three months from the date of a client being advised of the first level appeal decision.

The HAC does, however, have the discretion to consider matters outside this timeframe where this is considered the most appropriate means of resolving an issue. This will usually be where there has been no significant change to the circumstances and/or where it is apparent that the client was not fully aware or able to access their appeal rights.



QUESTIONS ????

If you have questions ring the HAC

9715 7955

or

Freecall 1800 629 794

or

Visit: www.hac.nsw.gov.au



**HOUSING
APPEALS
COMMITTEE**

