

# Housing Register and Allocations Decisions

How to appeal

midland heart  
*housing, care and opportunity*



## What is an appeal?

**If you feel that a decision regarding your housing application has not been dealt with correctly, according to the Allocations Policy set out within NHA Options document, you have the right to appeal.**

A copy of the Allocations Policy is available from the website at [www.nhaoptions.co.uk](http://www.nhaoptions.co.uk), or by contacting the NHA offices on **0345 850 9698**.

### In the first instance...

We advise you to contact the NHA team to discuss your situation. In many instances these queries are dealt with over the phone or in person at this first point of contact.

Following this discussion if you still feel that your circumstances haven't been resolved according to the policy you may make an appeal regarding your situation. In which case the following steps should be followed...

### Stage 1

You or your advocate should write a formal appeal letter, outlining your situation and why you feel that your circumstances have not been dealt with correctly, and either return this by hand or post to the following address:-

**Newcastle Housing Advice**  
61-63 Lower Street,  
Newcastle Under Lyme,  
Staffs, ST5 2RS  
Telephone: **0345 850 9698**  
**[www.nhaoptions.co.uk](http://www.nhaoptions.co.uk)**

Or alternatively please email the letter for the attention of the NHA management to:  
**[nha@midlandheart.org.uk](mailto:nha@midlandheart.org.uk)**

This letter must be received by NHA within 14 days of the decision you wish to appeal. Please ensure that your contact details, including telephone numbers and email addresses. If you are appealing via a third party a letter confirming that you have authorised this should be provided. Receipt of the appeal letter will be acknowledged within 3 working days.

NHA will investigate the appeal. This may involve contacting you or your advocate to discuss the matter or to request additional information or supporting documentation.

A decision will be made within 10 working days of receipt of the original appeal, and a letter confirming the decision will be sent at this time.

### Stage 2

If you are still unhappy with this decision you may request that a Senior manager review the stage 1 decision. You should write to request the review within 14 days of the stage 1 decision letter. The request will again be acknowledged within 3 working days.

The Senior Manager will review the decision, liaising with Newcastle Borough Council and will repond in 20 working days. A letter outlining the decision and the reasons for it will be sent to you.

### Stage 3

If you are not satisfied with the final appeal decision, and consider that NHA are not following policies and guidelines correctly, you may then take your appeal to the Ombudsman.

The Local Government Ombudsman contact details are:

**The Local Government Ombudsman,**  
PO Box 4771, Coventry, CV4 0EH  
**[www.lgo.org.uk](http://www.lgo.org.uk)**  
Email **[advice@lgo.org.uk](mailto:advice@lgo.org.uk)**  
Telephone Advice Line **0300 061 0614**

We would advise that if you do consider approaching the Ombudsman that you get some independent advice. The Citizens Advice Bureau is one such agency and they may be contacted on **0844 499 4115** or via the website at **[www.advice.guide.org.uk](http://www.advice.guide.org.uk)**

## How to contact us



The Newcastle Housing Advice Centre is located at  
**61-63 Lower Street,**  
**Newcastle-under-Lyme.**  
**Staffs, ST5 2RS**

Tel: **0345 850 9698**

email [nha@midlandheart.org.uk](mailto:nha@midlandheart.org.uk)

[www.nhaoptions.co.uk](http://www.nhaoptions.co.uk)

### **Our opening hours:**

Monday to Friday 9am until 5pm

**For homelessness emergencies out of  
the normal office hours, you can call**

**01782 615 599**

Appointments can be made by telephone or in  
person by calling into the reception at NHA  
Lower Street, Newcastle.

[www.nhaoptions.co.uk](http://www.nhaoptions.co.uk)