



# APPEALS FACTSHEET

## Objective

Tenants and applicants have the right to appeal many decisions made by Affordable Community Housing Ltd (ACHL). An appeal is a formal review process that checks whether ACHL has made the right decision on something that affects you and is our responsibility.

## What decisions can be appealed?

Not all decisions can be appealed, such as repairs, maintenance and lease issues that come under the Consumer, Trader and Tenancy Tribunal (CTTT). For advice on whether a decision can be appealed, please contact your local ACHL Office.

## How do I appeal a decision?

If you believe we have made the wrong decision, you should first talk to the person who made the decision, or another ACHL staff member.

If you are still not satisfied with our decision, you can lodge an appeal form asking for the decision to be reviewed.

You need to fill out the relevant Appeals form available on our website [www.achl.org.au](http://www.achl.org.au) or at any ACHL office. The form you use will depend on what the appeal is about.

If you need help to fill out the form, talk to any ACHL staff member. They can explain what details must be included and what extra information you may need to attach.

ACHL staff can also help you with writing the appeal and give other assistance. You can also ask someone else to do this on your behalf, for example, a relative, friend or community worker.

## How much time do I have to appeal?

You have three (3) months from the date of the original decision to ask for a review. Further information on timeframes is available from ACHL.

## How long will it take to review my appeal?

The internal review will be conducted by an ACHL staff member who was not involved in making the original decision. The review will usually be completed within 15 working days from when we receive your written appeal. It may sometimes take longer if we need further information from you or another party.

We will send you a letter telling you of our decision on your appeal and the reasons for our response.

## What if I don't agree with the appeal decision?

If you believe our decision on your appeal is incorrect, you can ask for a review from the Housing Appeals Committee. This is an independent agency that reviews decisions of community housing providers and Housing NSW.

## Where can I get more information?

For further details or answers to any questions, please visit or call your local ACHL office:

ACHL Silverwater: (02) 8622 1500

ACHL Bankstown: (02) 8760 8500

Website: [www.achl.org.au](http://www.achl.org.au)

**Providing secure, affordable housing to those most in need.**

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