

# Policy Document

## Decent Home Programme: Appeals Procedure

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To be reviewed annually.

# Contents

|     |                                     |   |
|-----|-------------------------------------|---|
| 1.  | Introduction .....                  | 3 |
| 2.  | General Policy Statement .....      | 3 |
| 3.  | Aims .....                          | 3 |
| 4.  | Procedure .....                     | 3 |
| 5.  | Appeals Decisions and Reviews ..... | 4 |
| 6.  | Training of staff .....             | 4 |
| 7.  | Responsibility .....                | 4 |
| 8.  | Equality and Diversity .....        | 5 |
| 9.  | Data Protection Act .....           | 5 |
| 10. | Review and Monitoring .....         | 5 |
| 11. | Complaints .....                    | 6 |
| 12. | How to contact us .....             | 6 |
| 13. | Translation request .....           | 7 |
|     | Appendix A .....                    | 8 |

## 1. Introduction

South Essex Homes is committed to resident involvement, consultation and feedback. The Decent Homes appeals policy will provide residents with a clear mechanism to query decisions on improvements to their properties and ensure accurate data is stored by South Essex Homes.

## 2. General Policy Statement

It is the policy of South Essex Homes to make the process of appeal for Decent Homes works clear and fair to all residents.

Funding is available to South Essex Homes to invest in Decent Homes work on an annual basis. Properties in most need of works are targeted using survey data stored within a computer system. Residents can appeal to South Essex Homes to escalate the priority of the works to their home which will be checked against current records. If insufficient data exists the property will be surveyed and the new information fed back to the asset manager.

## 3. Aims

It is the aim of South Essex Homes to allow all residents the opportunity to have access to Decent Homes works where required. In addition the policy demonstrates that the Decent Homes work allocation process is fair and reasonable to all residents and does not disadvantage any person or representative group. Accuracy of the data stored by South Essex Homes on properties under management will also be improved.

The policy applies where either:

1. A resident or representative group believe a particular property or group of properties should have received Decent Homes works that are not currently in the programme.

OR

2. A resident or representative group believe a particular property or group of properties should receive Decent Home works earlier than planned.

## 4. Procedure

- Residents, resident representatives, Ward Councillors, MP's etc, acting on behalf of residents who wish to make an appeal for Decent Homes works for individual or groups of properties must do so in writing or verbally to the asset manager. The communication must specify the property address/es and type of works that are required.
- The asset manager will respond to the enquiry with a standard letter that will notify the resident the appeal has been logged within 5 working days.
- Data records for the property/ies will be checked internally, if insufficient data is available a survey will be arranged and records updated.
- Once clear accurate data is available the asset manager will make a decision on the priority of the works according to the Decent Homes criteria.

- The outcome of the appeal will be notified to the resident in writing by the asset manager.
- If the appeal is successful the works will be scheduled into the programme of works through the programme delivery team. The resident/representative will be notified, in writing, of the works that are to be carried out and given a broad timescale. Contractors will contact residents directly with specific details.
- If the appeal is unsuccessful the resident/representative will be notified in writing and given a reason for the refusal by the asset manager within 15 working days. This will be based on the Decent Homes criteria assessment and the funding available.
- Details of the Decent Homes criteria can be found at: [www.southessexhomes.co.uk](http://www.southessexhomes.co.uk) under the 'Decent Homes and Asset Management' section of the website.

Appendix A (Page 8) contains a flowchart mapping out the full South Essex Homes procedure.

## 5. Appeals Decisions and Reviews.

Should a resident disagree with a decision with regard to works they feel are required under the decent homes criteria, they can contact the South Essex Homes asset manager detailing the reason for their disagreement with the decision, and to seek a review.

Reviews will be considered independently by the Reinvestment Panel. The resident will be informed of the Panels' decision, on the review application, in writing within 5 days of the Panel meeting.

No further review applications will be considered for the same issue within 12 months of the original review request.

The Reinvestment Panel will be provided with details at each meeting of appeals received and the decision on each appeal. The Panel may scrutinise any individual decision.

## 6. Training of staff

Staff responsible for logging the appeals will be trained on the 'Enquiry' system in use by the asset management team. Other relevant training will be undertaken where necessary.

## 7. Responsibility

### Assistant Asset Management Officer

- Keep records of appeals up to date
- Notify resident the appeal has been logged
- Check data held is sufficient to make a valid assessment
- Notify surveyor if additional data is required
- Give asset manager sufficient information to make a valid assessment

- Notify resident of the result of the appeal

#### **Asset Surveyor**

- Carry out and schedule the necessary surveys

#### **Asset Manager**

- Ensure policy is adhered to
- Assess whether the appeal is successful or unsuccessful
- Notify assistant asset management officer of the result

## **8. Equality and Diversity**

While this policy is clear and transparent, it is accepted that the basis of some of the appeals may be due to resident disability or social reasons. On these occasions the asset manager in conjunction with the Director of Property Services will review the appeal and where appropriate either include works due to the exceptional circumstances, refer to an external agency or confirm the appeal was unsuccessful.

South Essex Homes aspires to ensure that its residents build strong, proud communities, develop shared values, a sense of belonging to their neighbourhood.

South Essex Homes is fully committed to the promotion of equality of opportunity and aims to provide accessible services in ways that are fair and accountable. We also aim to meet resident's needs as far as possible and in doing so welcomes and values the diversity of the communities that it serves.

South Essex Homes recognises that many groups and individuals may experience disadvantage because of their race, religion, ethnic origin, gender, age, disability, sexual orientation or gender identity and aim to treat all people fairly and with respect.

South Essex Homes fully supports the principle of equality and diversity and firmly opposes all forms of unlawful or unfair discrimination. All persons shall have equality of opportunity and access and must be treated fairly, impartially and consistently in their dealing with South Essex Homes. South Essex Homes will continually review all its procedures and practices to ensure that no individual or groups are put at a disadvantage, either directly or indirectly

## **9. Data Protection Act**

Data regarding the appeal will be held on Southend Borough Council servers in accordance with their strict security policies. Tenancy information will not be handed to third parties without the express consent of the person concerned.

## **10. Review and Monitoring**

This policy will be reviewed in accordance with South Essex Homes standard practice.

Next review date: June 09

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| Doc: DH Programme Appeals Procedure<br>Prepared By: Daniel Greenwood | Page<br>5 of 8 |
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## 11. Complaints

We are committed to improving our services, and one way we can do this is by listening when somebody sends us a comment, complaint or compliment. We always try to get things right first time, but we appreciate that this might not always happen, and your comment, complaint and compliment is valuable to us.

If you want to tell us what you like about our services, or if you want to say 'thank you' to us. Or, if you are not happy with the service you have received from South Essex Homes please contact us on freephone 0800 833 160.

## 12. How to contact us

South Essex Homes Customer Contact Centre;

Freephone: 0800 833 160

Minicom number 0800 833 162

Email us: [customerservices@seh.southend.gov.uk](mailto:customerservices@seh.southend.gov.uk)

Visit us: Central Housing Office, 49 Alexandra Street, Southend on Sea, SS1 1BW.

Visit our website : [www.southessexhomes.co.uk](http://www.southessexhomes.co.uk)

## 13. Translation request

### Bengali

যদি আপনার মাতৃভাষায় এই ডকুমেন্টটির একটি কপি পেতে চান অথবা যদি আপনি আমাদের সাথে যোগাযোগ করতে চান তাহলে অনুগ্রহ করে নিচের নম্বরে ফোন করুন। আমাদের টেলিফোন অনুবাদক আছেন যারা আপনার প্রশ্নের উত্তর দিতে পারবেন।

### Albanian

Nëse dëshironi një kopje të këtij dokumenti në gjuhën tuaj ose nëse dëshironi të na kontaktoni, ju lutemi telefononi në numrin e mëposhtëm. Ne kemi përkthyes nëpërmjet telefonit të cilët mund t'iu përgjigjen pyetjeve tuaja.

### Gujarati

જો તમારે આ દસ્તાવેજની નકલ તમારી પહેલી ભાષામાં જોઈતી હોય, અથવા જો તમારે અમારો સંપર્ક સાધવો હોય, તો નીચે આપેલ નંબર ઉપર કોલ કરો. અમારી પાસે અનુવાદકો છે, જે તમારા પ્રશ્નોના જવાબ ફોન ઉપર આપી શકે છે.

### Cantonese

如果你想要一份中文譯本，請撥打以下號碼與我們聯絡。我們有翻譯人員透過電話來解答你的提問。

### French

Si vous souhaitez obtenir une copie de ce document dans votre langue maternelle ou si vous souhaitez nous contacter, veuillez téléphoner au numéro indiqué ci-dessous. Nous avons des traducteurs qui peuvent répondre au téléphone à vos questions.



# 0800 833 160

This document is also available in large print, on audio tape or CD, Braille or on CD rom. Please contact the number above and this can be arranged for you.

## SOUTH ESSEX HOMES

### DECENT HOMES / IMPROVEMENT WORKS - APPEAL FLOWCHART.

