

Requesting a review of a waiting list application

Do you think a mistake was made, or relevant information was not considered during your assessment? If so, you can request a review of the decision. This information sheet explains the process.

What we will do

We will notify you of the decision we have made regarding your waiting list application. We'll consider your individual circumstances and decide what, if any housing need is identified.

If you disagree with the decision you may be able to ask us to reconsider it. This is called 'asking for a review'.

You can request a review if:

- you are told you are not entitled to join the waiting list
- you are told that you are not eligible for an allocation of accommodation
- you are dissatisfied with the priority determined on a waiting list application
- your health, medical information and/or welfare needs were ignored
- the council omitted to include members of the household in its assessment
- we failed to take account of your connection with this area
- the type(s) of property for which you will be considered or the suitability of an offer made
- we have cancelled or deferred your application other than at your own request

This authority can take a wide range of factors into account when assessing housing need under its Allocations Scheme.

Is there a time limit for asking for a review?

Whilst there is no statutory time limit for requesting a review of this type, it's recommended that you ask for a review within 21 days of receiving a decision notification.

Getting help

You, or a person acting on your behalf, may make representations orally or in writing that will be considered as part of the review. You must fully explain why you want to have your decision reviewed.

It may also be possible to get assistance through Advice Portsmouth by emailing: enquiries@adviceportsmouth.org.uk or telephoning **023 9279 4340**

Alternatively you can contact your local Citizen Advice bureau and details can be found at www.citizensadvice.org.uk.

Need more information on our Allocations Scheme?

Visit www.portsmouth.gov.uk and search for 'housing allocation scheme'.

Click 'looking for a home' and then scroll to the documents section at the bottom. The housing allocation policy can be found here.

How to contact us (Housing Needs, Advice and Support)

Email housing.options@portsmouthcc.gov.uk
Telephone 023 9283 4989
Fax 023 9283 4558
In writing Housing Needs, Advice and Support, Civic Offices, Guildhall Square,
PO1 2AX

What happens next?

It is not enough to simply say that you want a review. You should explain why you think the decision is incorrect. We will acknowledge your request and give you a further 14 days to make any further representations, or tell us if there has been a change of circumstances. You can also request a face to face interview within this timeframe.

The review will then take place, and will be undertaken by the Review Officer, or a senior officer in the Housing Options Team who was not involved in the original decision. It will take into account any further representations that you have made.

We will let you know the outcome of the review and a period of 8 weeks is considered reasonable. This may take a little longer if we need to clarify any points with you before we reach a final decision. You will be sent a full statement, detailing our reasons for reaching the decision.

You will not ordinarily have the right to request a further review but we will consider any new information which could affect the decision.

If you are not satisfied a decision made on a review of a waiting list application

In some cases a court can look at whether the council's decision or policy is lawful through judicial review.

Judicial review is a legal action that challenges council decisions and can be complex. You should seek legal advice if you are not satisfied with the review decision. They will give you the best advice about how to proceed .