Housing Register

I’m not happy with my decision - what can I do?
Housing Needs Review

If you have made an application to the Housing Needs Register, you have the right to a review of the Council’s decision if you:

- have been told you are ineligible to join the register
- have been removed from the register
- believe the wrong decision has been reached
- believe the wrong information has been used to make a decision
- believe the policy has been applied incorrectly or unfairly.

Senior officers not involved in the original decision will carry out the review.

Your request for a review must be made within 21 days of the date of your decision letter. This request can be either:

- **in writing** - addressed to the Allocations Team Manager, Housing and Community Living, Town Hall, Luton, LU1 2BQ
- **verbally** - to any member of the Council’s Customer Service Centre where a verbal request is made (please obtain a receipt).

Once you have requested a review, you will receive confirmation in writing that your request has been received.

There are usually two or three people on the Housing Needs Review Panel. This often includes the Head of Housing, the Housing Needs Manager and/or other senior housing officers.

It is important to submit with your request as much information as possible why you think the decision is wrong. You can provide supporting documents for the review. You may also have representation on your behalf by one other person such as a solicitor, a representative from a law centre or the Citizen’s Advice Bureau.

You may be invited to attend the Housing Needs Review Panel meeting where your review will be considered. You will receive details of the time and location of the review and a copy of the review documents including your submissions. You can ask another person to attend the panel with you or to present your case on your behalf. If you choose not to attend, the panel will hear the review in your absence.

You can supply additional information at the Housing Needs Review Panel hearing but it is more helpful if you can do so before the hearing.
Members Appeal

If you are dissatisfied with the decision of the Housing Needs Review Panel, you have a further right to an appeal to elected members of the Council (Councillors). The appeal will be heard in accordance with the Council’s appeals procedure.

A request for an appeal to members must be made within **21 days** of the decision of the Housing Needs Review Panel notifying you of their decision. The appeal should be addressed to:
The Housing Needs Manager
Housing and Community Living
Town Hall
Luton  LU1 2BQ.

Once you have requested a Members’ Appeal you will receive confirmation in writing that your request has been received and a review form will be sent to you.

The Members’ Appeal Panel is made up of elected members of the Council and a solicitor advises them. There are usually three panel members.

If you do not wish or are unable to complete the review form then an
appointment can be made for you to be interviewed within **10 working days**. Another person can do this on your behalf, such as a Solicitor, Citizens’ Advice Bureau or family/friend.

You will then be invited to attend the Members’ Appeal Panel where your appeal will be considered. You will receive details of the time and location of the appeal and a copy of the appeal documents including your submissions. You can ask another person to attend the Appeal Panel with you or to present your case on your behalf.

If you choose not to attend, the panel will hear the appeal in your absence.

The appeal meeting will not be open to the general public and will involve only yourself, your representative (if you have one), council officers and Councillors.

You can supply additional information at the Members’ Appeal Panel hearing but it is more helpful if you can do so before the hearing.

The Council has **56 days** in which to notify an applicant of the outcome of a review, but will aim to do this much sooner.
The Members’ Appeals Panel cannot make a decision to accept or refuse a full housing duty towards you. If they decide that the decision is wrong, they will send it back for Council Officers to correct. They are not able to simply change the decision and issue a new one themselves.

**Panel responsibilities**

The Housing Needs Review Panel and the Members’ Appeal Panel have the duty to:

- consider the original decision
- consider all the facts of your case
- ensure your right to a fair hearing is protected
- ensure consistent decision making
- notify you of their decision in writing giving you a full explanation of the reasons supporting their decision.
For advice on housing please contact Luton Borough Council’s Housing Solutions Team on 01582 51 03 70

Opening times

Monday – Thursday and Friday 9.00am - 5.30pm
Wednesday 10.00am - 5.30pm

Telephone: Monday to Friday 9.00am - 5.30pm
Telephone 01582 51 03 70

or write to them at this address:
Housing Solutions Team, Town Hall, Luton LU1 2BQ

A wide range of information leaflets is available from the customer service centre at Luton Town Hall or visit www.luton.gov.uk/leafletsonline

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