



SA Housing Trust

Appeal

Form

How do you appeal?

Complete both sides of the attached SA Housing Trust Appeal form and sign it. Attach to this appeal form any other documentation that may assist your case and send it to the Trust.

Who can help with your appeal?

RentRight SA
Free call 1800 060 462

More information

- SA Housing Trust, Housing Appeals
GPO Box 1669, Adelaide SA 5001
www.housing.sa.gov.au/Appeals
housingappeals@sa.gov.au
131 299
Visit one of our SA Housing Trust offices

National Relay Services

www.housing.sa.gov.au/nationalrelayservices

Feedback

SA Housing Trust Customer Feedback

GPO Box 1669 Adelaide SA 5001
housingfeedback@sa.gov.au

Appeal details

Please describe the SA Housing Trust decision you wish to appeal.

Vertical dotted lines for text entry

Please state the reasons you believe this decision to be incorrect.

Vertical dotted lines for text entry

Please include copies of any relevant additional information?

Appellant signature Date:

When you have completed both sides of this form and attached all information that may be relevant, please return it to: The SA Housing Trust, Housing Appeals, GPO Box 1669, Adelaide SA 5001, email housingappeals@sa.gov.au or visit one of our SA Housing Trust offices.

How to Appeal a public housing decision

If you're unhappy with a decision made by the SA Housing Trust, your first step is to contact the SA Housing Trust and ask to speak to the person who made the decision. That person will explain the decision and the reasons behind it.

If you're still unhappy, you have the option to appeal the decision. The Appeal form can be found online or at your local office, or you may phone the SA Housing Trust and request a form be sent to you.

Before you appeal

Have you spoken to the SA Housing Trust? If you have new information or your circumstances have changed, please contact the Trust on 131 299. If you are still dissatisfied with the decision you can lodge an appeal.

Who can appeal?

All SA Housing Trust customers.

What can you appeal?

Including, but not limited to:

- 1. Housing applications:** housing needs assessment outcomes, cancellation of application, allocations.
- 2. Tenant debt:** maintenance charges, rent arrears, charges to your account that may be incorrect.
- 3. Tenancy matters:** non-renewal of lease, transfers, caretakers, rent assessment, probationary tenancy, formal warnings or breaches.
- 4. Maintenance requests:** fencing, disability modifications, floor coverings, removal of trees, changes to your property.
- 5. Decisions about applying to purchase your SA Housing Trust home**
- 6. Private rental assistance applications**

What can't you appeal?

- Disputes between neighbours
- Eviction (once legal action has commenced)
- Government policy
- Complaints about staff behaviour

- Matters that are currently before a Tribunal or have already been appealed
- Community housing matters - refer to your Community Housing Provider policy.

If you're unsure as to what you can appeal, please contact the SA Housing Trust on 131 299

Timeframes for lodging an Appeal

The SA Housing Trust may accept or reject an application based on the length of time that has passed since the decision was made or if the issue can no longer be resolved.

What will happen?

The appeal process is an administrative review of a SA Housing Trust's decision, to ensure the policy has been interpreted correctly and fairly applied.

The appeal process has two stages:

1. is an internal review conducted by the Trust
2. is an independent review conducted by the South Australian Civil and Administrative Tribunal (SACAT).

Stage 1: Internal SA Housing Trust review

When the SA Housing Trust receives an appeal, they will review the decision and either affirm, vary or overturn it. A letter will be sent to you advising of the outcome.

If the decision is affirmed or varied, a written statement and relevant policies will be sent with the letter to explain why the decision has not been overturned. If you still believe the decision is incorrect, you may request an independent review by SACAT (stage 2).

Stage 2: SACAT review

You may apply to SACAT to review the SA Housing Trust's decisions.

SACAT may hold a hearing where it will consider all relevant information provided by you and the Trust, and will then make a decision. Time limits also apply to the submission period of an application to SACAT, ranging from 7 to 30 days, depending on the issue.

Go to www.sacat.sa.gov.au or call 1800 723 767 or email sacat@sa.gov.au for more details.

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Appeal form

Personal details

Title: Mr Ms Mrs Miss Other:

Family name:

Given name(s):

Date of Birth:

Home address:

..... Postcode:

Postal address: (if different to above)

..... Postcode:

Phone:

Email:

SA Housing Trust customer number:

Preferred method of contact

Email Post

What are you appealing?

Rental applications Maintenance requests

Tenant debt Home purchase

Tenancy matters Private rental assistance

Advocate or other contact person

If you would like to nominate another person to act as a representative on your behalf, or would like someone else to know details of your appeal (eg. housing advocate, social worker, friend, relative), please complete this section.

Title: Mr Ms Mrs Miss Other:

Full name:

Relationship: (or agency details)

Postal address: (if different to above)

..... Postcode:

Phone:

Email:

I authorise for copies of paperwork to be provided to the nominated advocate or contact person

Does this appeal relate to a previous address?

Yes No

If yes, please provide previous address:

.....

..... Postcode:

OFFICE USE ONLY

Appeal number:

Date: