

North Yorkshire Home Choice Right of Review



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OFFICIAL

Right of Review

North Yorkshire Home Choice (NYHC) operate a two-stage review process.

All applicants have the right of review in respect of a decision made regarding their housing application and

- access to the register, by either eligibility or qualification
- who are not a qualifying person under the Housing Act 1996 s160A(7)
- a decision to cancel an application
- a decision to withdraw priority banding
- a decision in respect of any information which is being considered in whether to make an offer of accommodation

Stage 1 review

This review will be conducted by a senior officer of the partner landlord administering the housing application, who will have had no previous involvement in the original assessment or decision made.

Requests for a stage 1 review should be submitted to the administering partner landlord within 21 days of the date of the original decision letter. The reviewing officer will advise the applicant, in writing, the outcome of the stage 1 review.

Applicants who remain dissatisfied with the outcome have the right to a second, Stage 2 review.

Any request for a stage 2 review must be made in writing to the reviewing officer within 21 days of the date on the stage 1 review decision letter.

Upon receipt the reviewing officer will then record the request and advise the NYHC Coordinator who will administer to the NYHC panel

NYHC Coordinator

The NYHC coordinator is responsible for allocating, monitoring, and recording all requests for a stage 2 review. The coordinator will confirm in writing that the request has been received, confirm the reason for the review and provide the applicant or advocate with a copy of the right of review process.

Applicants will be given 14 days from the date of acknowledgement to submit any information on relevant developments they wish to be considered since the original decision was made. Any information that the applicant wishes to present should be sent via the reviewing partner landlord to add to the housing application.

Stage 2 review

Requests received for a stage 2 review will be conducted by two members of the NYHC right of review panel. The review panel is comprised of representatives, who are either senior officers or appropriate specialists, of NYHC partner landlords.

The review panel will provide a written outcome and recommendation report within 56 days of the date of the applicant's written request. The review panel reserve the right to extend the time required to provide their report and where this is necessary applicants will be notified in writing and provided with the reason.

A stage 2 review is a paper hearing but at the panel's discretion can include a conversation or meeting with the applicant.

The panel's outcome and recommendation report will be sent in the first instance to the reviewing partner landlord who will have 7 days to consider the report and notify the applicant of the outcome and any action they intend to take.

Applicants will receive a copy of the panel's report.

If the applicant remains dissatisfied, they may decide to take their case to the Local Government Ombudsman or seek a judicial review.

Monitoring

Stage 2 reviews conducted by the NYHC panel are reported to and monitored by the North Yorkshire Home Choice Partnership Board, quarterly.

Non statutory complaints

The NYHC right of review process is for statutory complaints. For general complaints where applicants wish to express their dissatisfaction at the level of service received, such as, where calls or emails remain unanswered, these should be reported directly to the partner landlord administering their housing application who will investigate using their own published complaints process.

Partner Landlords

From 1st April 2023 North Yorkshire Home Choice local authority partners of Craven, Hambleton, Richmondshire, Ryedale, Scarborough and Selby will join to become part of North Yorkshire Council.

The NYHC right of review process applies to decisions made by Partner Landlords assessing NYHC housing applications

For more information visit www.northyorkshirehomechoice.org.uk



