

North Yorkshire Home Choice Review Process



Published October 2012
Updated May 2015 Reviewed Oct 2019
Review June 2022

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
- those 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 taken into account in Considering whether to make an offer of accommodation

Stage 1 review

This review will be carried out by a senior officer of the partner landlord dealing with your application and who will have had no previous involvement in the original decision.

The request for a stage 1 review should be submitted to the relevant team/manager within 21 days of the date of the original decision letter. The reviewing officer will advise the applicant, in writing, of the stage 1 review decision.

Applicants have the right to a second review if they remain dissatisfied.

Applicants who require a second review (stage 2) should advise the reviewing officer, in writing, within 21 days of the stage 1 decision letter.

The reviewing officer will raise the request for a stage 2 panel review with the NYHC Coordinator.

NYHC Coordinator

The NYHC coordinator is responsible for allocating, monitoring and recording all stage 2 panel reviews and will acknowledge, in writing, to the applicant, receipt of their request.

Applicants will have 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.

Stage 2 panel review

This review will be carried out by a minimum of one independent member of the NYHC Panel. Details of the partner landlords who represent the panel can be found on page 4.

The review panel will make a recommendation within 56 days of the date of the applicant's written request. However the panel reserve the right to extend the

decision time. In the event more time is required the applicant will be advised in writing and provided with a reason for the time extension.

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

The panel's recommendation will be sent to the partner landlord, who will have 7 days to notify the applicant of the outcome. Applicants will receive a copy of the panels report.

Review Panel

The review panel is comprised of representatives, who are either senior officers or appropriate specialists, of NYHC partner landlords.

All panel reviews are reported to the NYHC partnership Board on a quarterly basis.

If you remain dissatisfied with the outcome of your review, and seek a Judicial Review this should be lodged within 3 months of the panel's decision or if you decide to take your case to the Local Government Ombudsman this should be within 12 months of the panel's decision.

More information on the Local Government Ombudsman service can be found on their website at <https://www.lgo.org.uk/make-a-complaint/fact-sheets/housing/which-ombudsman-for-complaints-about-social-housing>

Please note:

If your complaint is related to a general complaint where you feel that you have not received an acceptable level of service, emails, letters or phone calls remain unanswered, property repairs, tenant behaviour are not covered by the right of review process> These issues should be reported directly to the partner landlord dealing with your housing application or your current landlord. North Yorkshire partner landlord contact details are available on page 4 of this guide.

PARTNER LANDLORDS

Selby District Council

Civic Centre
Doncaster Road
SELBY
YO8 9FT
Phone: 01757 705101
E mail: lettingsteam@selby.gov.uk

Hambleton District Council

Civic Centre
Stone Cross
NORTHALLERTON
DL6 2UU
Phone: 0845 1211555
E mail: housing@hambleton.gov.uk

Craven District Council

1 Belle Vue Square,
Broughton Road
SKIPTON
BD23 1FJ
Phone: 01756 700600
E mail: housing@cravencd.gov.uk

Richmondshire District Council

Mercury House
Station Road
RICHMOND
DL10 4JX
Tel 01748 829100
Email: cbl@richmondshire.gov.uk

Ryedale District Council

Ryedale House
MALTON
YO17 7HH
Phone: 01653 600666
E mail: housing@ryedale.gov.uk

Beyond Housing

Brook House
4 Gladstone Road
SCARBOROUGH
Phone: 0345 065 56 56
E mail: info@ych.org.uk

Broadacres Housing Association

Broadacres House
Mount View
Standard Way
NORTHALLERTON
DL6 2YD
Phone: 01609 767900
E mail: info@broadacres.org.uk

Yorkshire Housing

The Place
2 Central Place
LEEDS
LS10 1FB
Phone 0345 366 4404

Email customerservices@yorkshirehousing.co.uk

Scarborough Borough Council

Town Hall
St Nicholas Street
SCARBOROUGH
YO11 2HG
Phone: 01723 232323
E mail: housingoptions@scarborough.gov.uk

