

# North Yorkshire Home Choice Review Process



## **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 partner landlords.

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

Any further reviews regarding access to the register should be via Judicial Review and should be lodged within 3 months of the review panel decision or if relevant via a submission to the Local Government Ombudsman.

**Please note:** General complaints, for example, where you feel that you have not received an acceptable level of customer service or your telephone calls remained unanswered are not covered by the right of review process and should be addressed to the partner landlord whose contact details can be found on page 4.

## PARTNER LANDLORDS

### City of York Council

West Offices  
Station Rise  
YORK  
YO1 6GA  
Phone: 01904 551550  
E mail: [housing.registrations@york.gov.uk](mailto:housing.registrations@york.gov.uk)

### Scarborough Borough Council

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

### Selby District Council

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

### Hambleton District Council

Civic Centre  
Stone Cross  
NORTHALLERTON  
DL6 2UU  
Phone: 0845 1211555  
E mail: [housing@hambleton.gov.uk](mailto: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](mailto:housing@cravencd.gov.uk)

### Richmondshire District Council

Mercury House  
Station Road  
RICHMOND  
DL10 4JX  
Tel 01748 829100  
Email: [cbl@richmondshire.gov.uk](mailto:cbl@richmondshire.gov.uk)

### Ryedale District Council

Ryedale House  
MALTON  
YO17 7HH  
Phone: 01653 600666  
E mail: [housing@ryedale.gov.uk](mailto:housing@ryedale.gov.uk)

### Beyond Housing

Brook House  
4 Gladstone Road  
SCARBOROUGH  
Phone: 0345 065 56 56  
E mail: [info@ych.org.uk](mailto: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](mailto:info@broadacres.org.uk)

### Yorkshire Housing

Dyson Chambers  
12-14 Briggate  
LEEDS  
LS1 6ER  
Phone 0345 366 4404

Email [customerservices@yorkshirehousing.co.uk](mailto:customerservices@yorkshirehousing.co.uk)

