

## Appealable Decisions

Applicants and tenants can appeal about the following Pacific Link Housing decisions.

### Applicants

#### Waiting List

- ✓ General eligibility
- ✓ Removal from waiting List
- ✓ Backdating of eligibility on waiting list
- ✓ Eligibility of people classified as former unsatisfactory tenants

#### Housing Entitlements

- ✓ Number of bedrooms
- ✓ Modification or special features of dwelling
- ✓ Locational needs

#### Priority Housing

- ✓ Eligibility
- ✓ Locational or housing type needs

#### Minors

- ✓ Eligibility of minor to be granted a tenancy

#### Offer of Property

- ✓ Whether offer is considered reasonable
- ✓ Acceptability of reason for not accepting offer
- ✓ Removal for not accepting an offer

#### Succession of Tenancy

- ✓ Eligibility to be granted succession
- ✓ Housing entitlement if granted succession

### Tenants

#### Transfer

- ✓ Eligibility for general transfer
- ✓ Eligibility for priority transfer
- ✓ Locational need
- ✓ Relocation of tenant for management purposes
- ✓ Housing entitlement if granted transfer

#### Rental Subsidy Assessment

- ✓ Calculations, changes to or cancellation of a rental subsidy

#### Modification of Property

- ✓ Need for modification for disability/medical reasons (not maintenance or upgrade issues)
- ✓ Tenant improvement of property reimbursement

#### Absence From Dwelling

- ✓ Permission to be absent and rent calculations

#### Tenant Charges

- ✓ Charges at vacating the dwelling where not covered by a CTTT decision

#### Offer of Property-Transfer

- ✓ Whether reasonable offer made and if the offer counted for purposes of offer policy

#### Fixed Term Leases

- ✓ Conditions and renewal eligibility

#### Head Leasing

- ✓ Relocating tenants to other social housing at expiry of head-lease. Tenants cannot appeal about obtaining headlease housing

#### Additional Occupants

- ✓ Approval of additional occupants

#### Joint Tenancies

- ✓ Eligibility for joint tenancies

## Non Appealable Decisions

Decisions not directly related to the person or household;

- ⊗ Matters which are the responsibility of other tribunals eg. Consumer Trading and Tenancy Tribunal—CTTT
- ⊗ Housing Providers policies
- ⊗ Matters for which client cannot make application to housing providers
- ⊗ Internal administrative and funding matters of the housing provider
- ⊗ Complaints about the way a service is delivered
- ⊗ Programs not related to the provision of service



**PACIFIC LINK**  
**HOUSING**

*Serving the Community for over  
25 years*

## COMPLAINTS & APPEALS

*Information for  
Tenants &  
Applicants*

### CONTACT INFORMATION

*Send written complaints or appeals to:*

The Chief Executive Officer,  
Pacific Link Housing  
PO Box 1888 GOSFORD NSW 2250

Phone: (02) 4324 7617 Fax: (02) 4324 1601

Email: [info@pacificlink.org.au](mailto:info@pacificlink.org.au)

Web: [www.pacificlink.org.au](http://www.pacificlink.org.au)

All complaints and appeals are treated with sensitivity and in confidence. Copies of our Complaints & Appeals policy and forms are available from our office or by visiting our website.

## 1. Appeals

Appeals are made in response to a decision we have made which you believe is wrong or unfair.

If you are a Pacific Link Housing applicant or tenant, you can appeal our decisions. A list of appealable decisions is found over the page. If you are unhappy about Pacific Link Housing's decision you can appeal to the Housing Appeals Committee.

### What happens?

1. Obtain a copy of the Appeals Form from Pacific Links' office or our website [www.pacificlink.org.au](http://www.pacificlink.org.au)
2. Lodge the Appeal Form. Include any new information since the original decision. You will receive a letter confirming receipt of your appeal within 2 days and advising what will happen next.
3. You have the right to request an interview. You can bring any friends or an advocate for help or support. Please advise Pacific Link Housing if you require an interpreter.
4. The Management Team will consider your appeal within 21 days of receiving your appeal. You will be advised in writing of the Management Team decision.
5. If the Management Team does not change the original decision, you have the right to appeal to the Housing Appeals Committee (HAC). The HAC is completely independent from Pacific Link Housing.

For information on the Housing Appeals Committee call 1800 629 794 or go to [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

## 2. General Complaints

Complaints are made when you are not satisfied with the quality of service you have received.

You may think we are taking too long to get something done or you are not happy with the outcome. You can complain about any part of the service you receive. We hope that most complaints can be resolved by discussing it with the staff member. However sometimes this may not be successful or you may not consider it appropriate to do so.

### What happens?

1. Obtain a copy of the Complaints Form from the Pacific Link Housing office or from our website [www.pacificlink.org.au](http://www.pacificlink.org.au)
2. Lodge the Complaint Form. You will receive a letter confirming receipt of your complaint within 2 days and advising what will happen next.
3. You have the right to request an interview. You can bring friends or advocate for help or support. Please advise Pacific Link Housing if you require an interpreter.
4. The Management Team will consider your complaint within 21 days of receiving your letter. You will be advised in writing of our decision.
5. If you are unhappy with the Management Team decision you can take the matter to Pacific Link Housing Board.
6. The Board will discuss the complaint at their next meeting. You will be advised of the Board decision within 14 days of the Board meeting.

You can also raise your complaint with the Community Housing Division, Housing NSW 8753 8280 or go to [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

## 3. Important Information

Pacific Link Housing believes that Appeals and Complaints (as well as positive feedback) help to improve the way we deliver our services.

The following is important to remember about our appeals and complaints systems:

- \* Pacific Link Housing will acknowledge your formal appeal and complaint within two days of receiving it.
- \* You will receive a response within 21 days of your appeal/complaint being lodged.
- \* You have the right to use an advocate or friends assist you throughout the process.
- \* You will be treated fairly and with respect during the process.
- \* The service you receive from us in the future will not suffer as a result of your appeal or complaint.
- \* We will keep a record of all the steps of your appeal or complaint and what happened at each stage.
- \* The Housing Appeals Committee cannot consider your appeal until you have first used Pacific Link Housing's Appeals system.

### Advocacy Organisations

*Tenants Advice & Advocacy Service;*  
Hunter Region 1800 654 504  
Central Coast (02) 4353 5515

*Aboriginal Tenants Advice & Advocacy Service;*

Please see [www.pacificlink.org.au](http://www.pacificlink.org.au) or Pacific Link Housing Tenants Handbook for other legal services in your area.