



COMPLAINTS & APPEALS

TENANCY INFORMATION



GET IN TOUCH

Office Address:

Suite G02, 280 Mann Street Gosford

Office Hours:

Monday to Friday 9am - 5pm

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PACIFIC LINK HOUSING BELIEVE APPEALS, COMPLAINTS AND FEEDBACK HELP TO IMPROVE THE WAY WE DELIVER OUR SERVICES.

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?

STEP 1

Obtain a copy of the Complaints Form from the Pacific Link Housing office or from our website www.pacificlink.org.au

STEP 2

Lodge the Complaint Form. You will receive a letter confirming receipt of your complaint within two days and advising what will happen next.

STEP 3

You have the right to request an interview. You can bring friends to advocate for help and support. Please advise Pacific Link Housing if you require an interpreter.

STEP 4

The Management Team will consider the complaint within 21 days of receiving your letter. You will be advised in writing of our decision.

STEP 5

If you are unhappy with the Management Team's decision you can take the matter to the Pacific Link Housing Board.

STEP 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.



APPEALS

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

If you are a Pacific Link Housing applicant or tenant, you can appeal on 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?

STEP 1

Obtain a copy of the appeals form from Pacific Links' office or our website www.pacificlink.org.au

STEP 2

Lodge the Appeal Form. Include any new information since the original decision. You will receive a letter confirming receipt of your appeal within two days and advising you what will happen next.

STEP 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.

STEP 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's decision.

STEP 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.

APPLICANTS APPEALABLE DECISIONS

Applicants can appeal about the following PLH decisions.

WAITING LIST

- General eligibility
- Removal from waiting list
- Backdating of eligibility on waiting list
- Eligibility of people classified as 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 APPEALABLE DECISIONS

Tenants can appeal about the following PLH decisions.

TRANSFER

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

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 NCAT 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 headlease. Tenants cannot appeal about obtaining headlease housing.

ADDITIONAL OCCUPANTS AND JOINT TENANCY

- Approval of additional occupants
- 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. NSW Civil & Administrative Tribunal-NCAT
- Housing providers policies
- Matters for which client cannot make application to housing providers
- Administrative & funding matters of the housing provider
- Complaints about the way a service is delivered
- Programs not related to the provision of service.

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/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 to assist you through 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

PHONE PACIFIC LINK HOUSING ON 02 4324 7617 FOR MORE INFORMATION