**Housing Options Service**

**What to do if you are unhappy with your homeless decision**

**What to do when you receive your homeless assessment notification**

* Read the letter and make sure you understand what it means for you and your family.
* If you are unsure what the decisions means, contact your Housing Options Officer who will be able to explain why the decision was made.
* If you feel there is any information missing or your circumstances have changed you can discuss this with your Housing Options Officer.
* If you are unhappy with the decision, you have a right to request a review by an independent officer.
* **If you are not sure please do not hesitate to ask.**

**How do I request a review?**

* Once you are notified of your homeless decision if you are not happy with it you can request a review. The letter will explain how to do this.
* You can also ask someone to assist you, such as a friend, a family member or support worker.
* Shelter Cymru will also help you to appeal and give you free advice.

Shelter helpline - **08000 495 495**(9.30am – 4.00pm Monday to Friday)

**What happens next?**

A Senior Officer will review the decision to check that it has been made correctly and will amend any decision that is incorrect.

They will consider all the information and documentation provided on your case, so it is important that you clearly state why you disagree with the decision and provide any

supporting information without delay

**What if I am unhappy with the review decision?**

You have the right to appeal to the County Court on a point of law if you are dissatisfied with the outcome of your appeal or an earlier decision. An appeal must be made within 21 days of the notification of the outcome of your appeal.

As this is a legal process you should seek advice from a solicitor or an agency such as Shelter Cymru, The Speakeasy Advice Centre or Citizens Advice Bureau.

If you have any questions, please contact us:

**Blaenau Gwent County Borough Council**

**Housing Advice Centre,**

**20 Church Street,**

**Ebbw Vale,**

**Gwent, NP23 6BG**

**Tel No: (01495) 354600 (option 2) Email:** **Housing@blaenau-gwent.gov.uk**