



Homelessness Decisions—Right to Review

I've got my Homelessness Decision Letter. What next?

The decision letter will tell you about the decision that the Housing Officer has taken about your case. It will also give reasons for the decision and what duty the Shetland Islands Council has to you under the Housing (Scotland) Act 2001.

If you do not agree with the decision or the reasons, you have the right to ask for it to be looked at again. You can ask the Council to review the following decisions: the assessment decision and duties owed to you; the decisions to notify another local authority under the local connection test; if the accommodation secured for you discharges Shetland Islands Council duty to you. For example whether the offer of accommodation made is reasonable.

Applicants have the right to have anyone they feel is appropriate to support them through the process e.g. Advocacy Shetland, a friend or family member. They need to be able to know about all aspects of your application to support you fully.

If you submit a request for review, the Council has a duty to re-assess that decision. You can use this form to ask for a review, or you can write a letter. You must ask for a review within 21 days of getting your decision letter.

Someone who has not been part of the first decision will deal with your review request. This will usually be the Senior Housing Officer – Housing Outreach.

Information can on request be made available in Braille, on tape, in large print and in different languages.
For further information, telephone us on 01595 744360,
or email housing@Shetland.gov.uk

Empty lined area for writing a letter.

Yours Faithfully,

***Sign Here**

Please hand to your Housing Officer or Post to:

FREEPOST RSBL-ZGJR-GBUA
Shetland Islands Council—Housing Service
Department of Education and Social Care
6 North Ness Business Park
LERWICK
ZE1 0LZ

Your request may be viewed as either:

- Additional information – in which case a full review is not appropriate. You may provide information in your review request that would have changed the first decision, if the Housing Officer had known about it.
- Review of decision. The outcome of a review could be that the first decision is overturned (changed) or that it is upheld (not changed).

If a decision is changed then your Housing Officer will continue to assess your application from where the reviewed decision stopped. Further investigation into the relevant parts of your application will be followed up.

If the decision is not changed then your application will continue as before.

After a review of the decision, there is no further review available. This should not stop you advising us of further changes in your circumstances that may affect your situation. You will have the right to advice and assistance to help you find alternative accommodation if the Council no longer has a duty to you.

You have the option to go to the **Scottish Public Services Ombudsman** if you are unhappy with the way your application has been handled. SPSO, Freepost EH641, Edinburgh, EH3 0BR. Telephone 0800 377 7330, Text 0790 0494372, Fax 0800 377 7331. www.spsso.org.uk

Code of Guidance on Homelessness:

<http://www.scotland.gov.uk/Resource/Doc/53814/0012265.pdf>

SIC Housing is based at Shetland Islands Council—Housing Service, Department of Education and Social Care, 6 North Ness Business Park, LERWICK, ZE1 0LZ.

You can **Telephone** 01595 744360, **Repairs Line** 01595 744399, **Freephone** 0800 212 829, **Fax** 01595 744395.

www.shetland.gov.uk/Housing

Out of Hours: Homelessness: 01595 695611 & **Emergency Repairs:** 01595 693972

www.shetland.gov.uk/housingoptionsguide/



Shetland Islands Council—Housing Service
Department of Education and Social Care

Homelessness Decisions — Right to Review Form

Name

Date

Homelessness Application Number

My Address for writing in reply is

Postcode

Dear Sir or Madam,

**I wish to have the my homelessness decision reviewed.
Reason for applying for a review (please detail below)**