

How to make an Appeal



As a Twenty11 tenant, you have the right to appeal some of the decisions that Twenty11 makes about you or your tenancy. This simple guide talks you through how to make an appeal. If you're unhappy with a decision we have made, but this Appeals Procedure doesn't apply, please email **contact@twenty11.co.uk** and we will do our best to help you.

Please note that although these guidelines include timescales, if there are exceptional reasons, these may be extended.

When can I make an appeal?

You can make an appeal **only** in the following circumstances:

If Twenty11 has made a **significant** decision that affects you and that you believe was not correct, fair, reasonable, or in line with our policies,

and

you have raised your concern with us informally, but it has not been resolved to your satisfaction, and your appeal is made in writing within 10 working days of the decision that you wish to challenge,

and

Where you

- can provide evidence that we have failed to follow the relevant procedure or policy, and this has had a material effect on the decision
- can provide evidence that you have been discriminated against or unfairly treated
- believe we have not considered the facts; have made an incorrect calculation or unreasonable decision and you have the evidence to support this.

When will an appeal not be accepted?

Your request for an appeal will not be accepted if you previously failed to provide information we requested to inform the original decision, such as financial information. We will not accept an appeal where this information is introduced unless there are exceptional circumstances as to why the information was not provided when originally requested e.g. you were in hospital at the time or other exceptional reasons beyond your control. We will not accept any appeal received after the appeal deadline.

What can be appealed?

Providing that the above criteria are met, below are the decisions where you can submit an appeal.

Tier One Appeals:

1. Decision to terminate or not to renew a tenancy
2. Decision to give you 'red line' points on your Tenancy Sustainment Licence (this is when you get a single award of -50 points)
3. Decision to offer a tenancy in a different home

Tier Two Appeals:

4. Length of tenancy granted on renewal
5. The rent that we charge you (which will be in line with our Rent Setting Policy)
6. A single allocation of points between -15 and up to -50 on your Tenancy Sustainment Licence

Tier One appeals will be heard by a panel either in person or virtually (e.g. using a platform such as Microsoft Teams) and you will be invited to attend to present your case. Tier Two appeals will be reviewed by a senior manager.

How do I make an appeal?



Request an appeal

Email us at **contact@twenty11.co.uk** within 10 working days of the decision and tell us the following:

1. The decision that you want to appeal
2. The reason for your request (considering our criteria as outlined above)
3. The evidence that you want us to consider as part of your request for an appeal.



Checking the criteria

When we receive your request for an appeal we will first of all review your request to check if it meets the criteria outlined above. We will let you know within 10 working days if we will be hearing your appeal and the reason for our decision if we decide not to.

If your appeal does meet our appeal criteria, we will confirm which tier it falls into and the next steps.



Next steps

Tier One cases:

If your appeal meets our criteria and is a Tier One category, we will contact you with a date for a hearing. You'll be invited to come along to provide your evidence. We will also give you a further 10 days to provide any additional evidence before the hearing takes place.

The hearing date will normally be held no more than 10 working days after the deadline for you providing further information.

There may however be exceptional circumstances where an extension to this period is required e.g. if somebody is unwell or a member of the panel is off sick. This will be considered on a case by case basis.

The hearing will be with a panel that is made up of two senior staff members. You will be provided with a copy of the information that will be considered by the panel.

If you wish and with your specific consent, we can also invite a resident who is a member of one of our Group's formal involvement groups to join the panel.

They will be a volunteer and not a member of staff. The information pack that is relevant to your appeal will be shared in full with them. If we're unable to find a suitable customer who is available, we'll let you know.

In these circumstances, the panel will be made up of two senior staff members only, one of whom will be the Chair and will have the casting vote if necessary.

If you cancel a hearing on more than one occasion, or fail to attend without giving 24hours notice, the hearing may still go ahead in your absence and a decision made.

At the hearing, you'll be invited to put your case forward and will be asked questions. You can have someone with you for support if you want, such as a friend or adult family member.

The panel will also invite the member(s) of staff who made or took part in the decision that you are appealing to attend the hearing.

The panel will consider all the information and decide whether to uphold your appeal. You will be told of the decision in writing, normally within ten working days of the hearing but in some circumstances this could take longer, for example if the panel has requested further information. If the decision is likely to take longer than ten working days, we will advise you when it can be expected.

Tier Two cases:

If your appeal meets our criteria for an appeal and it is a Tier Two category, a senior staff member will conduct a desktop review. This manager will not have been involved in the original decision. You will be given a further 10 days from the date we accept your appeal request to provide any additional evidence. The manager will consider all the information and will advise you of the decision in writing, normally within ten working days from your deadline for providing further information. In some circumstances this may take longer, in which case you will be informed and advised of the reasons and expected date for the reply.



Decisions

The appeal decision is final and there will be no further appeal. Formal complaints will not be accepted regarding matters that have already been through an internal appeal.

If your appeal is upheld, any action that we could have taken in the original instance will be put in place, where relevant. Twenty11 will also identify any improvements and learning points that we can apply in the future.

CONTACT US

We hope you've found this leaflet useful, but if you have any questions or can't find what you're looking for just get in contact with us, we're here to help.



contact@twenty11.co.uk



www.twenty11.co.uk

TWENTY

