

## How to make an appeal

As a Twenty11 customer, you have the right to appeal a decision that has been made about you or your tenancy. This simple guide talks you through how to make an appeal. If you are unhappy with a decision we have made, but this Appeals Procedure doesn't apply, please email [contact@Twenty11.co.uk](mailto:contact@Twenty11.co.uk) and we will do our best to help you.

### 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**

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, or
- can provide evidence that you have been discriminated against or treated unfairly, or
- believe we have not given full consideration to 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.

### What can be appealed?

Providing that the above criteria are met, these are the decisions where you can submit an appeal:

- 1) Length of tenancy granted on renewal
- 2) Decision not to renew a tenancy
- 3) Decision to offer a tenancy in a different home

- 4) The rent that we charge you (which will be in line with our Rent Setting Policy)
- 5) The allocation of points greater than -15 on your Tenancy Sustainment Licence. This refers to the single allocation of points greater than -15 and not an accumulation of points.

## **How do I make an appeal?**

### **Step one – Request an appeal**

Email our Appeal Manager at [contact@twenty11.co.uk](mailto: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 (taking into account our guidance)
- 3) Any evidence that you want us to consider as part of your request for an appeal.

### **Step two – Checking the criteria**

Your appeal will be reviewed by our Appeal Manager who will determine if it meets the criteria for an appeal. If your request does not meet our criteria, we will let you know within five working days and will explain why.

If your appeal does meet our criteria, the Appeal Manager will contact you with a date for a hearing within the next 10 working days. You will be invited to come along to provide your evidence.

### **Step three – The hearing**

The hearing will be with a panel that is made up of two senior staff members and up to two members of our Customer and Community Insight Group. The panel will not include any members of staff who were involved in the original decision. You will be provided with a copy of the information that will be considered by the panel.

At the hearing, you will be invited to put your case forward and you will be asked questions. You can bring someone with you for support if you want. The staff members involved in the decision will also provide their evidence.

### **Step four – The decision**

The panel will consider all the information and make a decision about whether to uphold your appeal. You will be told of the decision within five working days of the hearing. If the decision is known at the end of the hearing, you will be told verbally. 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.

The decision of the panel is final and there will be no further appeal.