



Homelessness & Housing Services

Review or complaint decision tree

Use this form as a tool to decide whether you need to request a statutory review or make a complaint to the homelessness and housing solutions team.

Tick all that applies to you on this form, tell us a bit more about it, and email the form to us at: reviewsandcomplaints@redditchbc.gov.uk

| | |
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| Your name | |
| Your current address | |
| Application numbers | |
| Preferred contact detail and times | |
| Names of people you want authorise us to talk to about your personal information | |

Do you need to request a review?

Have you been written to with a decision by the homelessness team? Yes / No

What have you been told? (Tick all that apply)

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| You aren't eligible to join the housing register | |
| You aren't homeless | |
| You aren't in priority need | |
| You are intentionally homeless | |
| You have no local connection | |
| The Council is ending its prevention duty towards you | |
| The Council is ending its relief duty towards you | |
| You have deliberately and unreasonably refused to co-operate | |
| Please tell us why you think the decision is wrong | |
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Do you think that:

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| You should have higher priority, or be in a higher band on the register because of: | |
| • Health and welfare or medical needs | |
| • Overcrowding / bedroom need | |
| • It is not reasonable for you to continue to occupy your home | |
| The Council has not taken the steps it said it would take in your Personal Housing Plan | |
| Redditch Borough Council has told you that you have been referred you to another Council for help with your homelessness, but the other Council has accepted you yet | |
| The secure accommodation that the Council has offered you is not suitable | |
| The Council has discharged its duty towards you when it shouldn't have | |
| Please tell us why you think this is wrong | |
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If you have ticked any of these boxes, you need to request an internal review of the decision to the Council, within 21 days of receiving your decision.

What is not a review

Have you been told that the Council:

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| Is not accepting your homeless application |
| Has told you that you are in priority need, but found intentionally homeless and you have been waiting a long time in accommodation |
| Is not providing accommodation for you pending a review |
| Has refused to accept your review request because it was out of time |
| Has refused to carry out a discretionary second review |

You think that:

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| The temporary accommodation you have been provided is not suitable |
| The Council has not properly assessed your needs, or reflected them in your Personal Housing Plan (PHP) |
| We should be protecting your property while you are in temporary accommodation |

In these circumstances you are not able to request an internal review by the Council, you should seek Judicial Review through the courts. Please seek your own independent legal advice. You might use:



[Get help from Shelter - Shelter England](#)

[Contact us - Citizens Advice](#)

[Homelessness advice - Shelter England](#)

Adviceline (England): [0800 144 8848](tel:08001448848)

Do you need to make a complaint?

If you are unable to request a review, on the grounds set out above, but you are having problems with the service, you can still make a formal complaint to the Councils homelessness and Housing Solutions Team on the following matters:

Your applications for housing to the Council, including for transfer

When you have made your applications, either to join the housing register, and / or as homeless, or threatened with homelessness, you think that the Council has:

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|---|--|
| Not allowed you to join the Housing Register (waiting list) | |
| Not accepted your homeless application | |
| Not made proper enquiries, or asked you to provide too much evidence, before it agrees to accept your application/s | |
| Not asked Children's Services to help assess you if you are 16 or 17 and making a homeless application | |
| Left you and your family in bed and breakfast for more than 6 weeks | |
| Not done enough to prevent your homelessness, advise or help you | |
| Not agreed a Personal Housing Plan with you, or reviewed it as necessary | |
| Taken too long to deal with your application and reach a decision | |
| Wrongly closed your application, or has treated it as withdrawn | |
| Not provided you with temporary accommodation while it makes enquiries, if you are told you are homeless and in priority need | |
| Put you in unsuitable temporary accommodation, and fails to deal with repair issues while you are there | |
| Loses, damages, or destroys your personal property while they are in storage, or fails to help you protect your possessions | |
| Has not provided you with a written decision, or advised you of your rights to request a review | |
| Not listened to you properly, been rude, inappropriate or unprofessional | |

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| Please tell us more about it here |
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Harassment & Illegal eviction by your landlord

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| The Council has failed to help and advise you on your rights and options if you believe you are being harassed and your landlord is trying to illegally evict you. | |
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| Please tell us more about it here |
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Your possessions in storage with the Council

You think that the Council has:

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| Failed to properly to consider protecting your possessions, when they were at risk. | |
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| Disposed of your possessions without properly considering whether they were still at risk | |
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| Failed to notify you when it decided it no longer had a responsibility to store your possessions | |
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|--|--|
| Failed to take reasonable steps to trace you to tell you it's decision | |
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| Failed to take reasonable care of your possessions after arranging to store them. | |
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| Please tell us more about it here |
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Private sector access schemes

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| You think that the Council is at fault in administering the scheme, and it has caused you an injustice | |
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| Please tell us more about it here |
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Homelessness complaints that involve the Councils Housing Service

Neighbour nuisance and anti-social behaviour (ASB)

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| You are a Council tenant and applying for a move (transfer), and you have said that you are experiencing nuisance and ASB as a ground for needing to move, and you think that the Council has not responded properly to your reports, or properly considered them in your application, and it is causing detriment to you, or your priority as a result | |
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Please tell us more about it here

The condition of your property

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| If you are a Council tenant making an application to the homelessness and housing solutions team, and you are experiencing reported problems with repair conditions in your property, such as damp and mould for example, and this is a feature of your application, you can complain if you think that the property is unsuitable because the repair issues are: | |
|---|--|

- affecting your health and welfare

and you think that:

- The Council is taking too long, or has not done enough, to resolve the issues with your tenancy, specifically the repair issues.
- the homelessness and housing teams have not adequately considered the property condition when assessing your applications to move on this ground.

Please tell us more about it here

Housing adaptations

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| You are experiencing problems with your disabled facilities grant scheme and adaptations process, and this is a factor in your applications | |
|---|--|

Please tell us more about it here

If you are a Council tenant/s, and these issues with your landlord are affecting you should still complain to us first. However, in these cases, you can approach the Housing Ombudsman at any time during your complaint. In some cases, the LGSCO and the Housing Ombudsman will work together where the landlord function is a factor in the complaint about the application/s.

Decants & mutual exchanges

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| You are experiencing problems because we have moved you temporarily into another property to undertake repairs to your home, | |
| You have applied for a mutual exchange, and you are experiencing problems with that process. | |
| Please tell us more about it here | |
| | |

These issues are not about our homelessness and allocations scheme, they are complaints about your tenancy management alone.

Housing Ombudsman Service

[Contact us | Housing Ombudsman Service
\(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

Email: info@housing-ombudsman.org.uk

Phone: [0300 111 3000](tel:03001113000)

Local Government & Social Care OMBUDSMAN

[Contact us - Local Government and Social
Care Ombudsman](#)

Telephone: 0300 061 0614

Local Government and Social Care
Ombudsman
PO Box 4771
Coventry
CV4 0EH