

## **What to do if you are not happy with a decision**

If you are not happy with a decision we have made, you have the right to ask for a review.

The decisions include:

- you are not eligible.
- you do not qualify to join the housing register.
- the band or priority date that you have been awarded.
- the suitability of a property you have been nominated for.

You have the right to ask for a review of this decision and this will need to be done with 21 days of the date of the decision. The review request must be in writing and should explain the reasons why you disagree with our decision. If you wish you can provide evidence to support your review request.

Reviews should be sent by email to: [customerservices@newcastle-staffs.gov.uk](mailto:customerservices@newcastle-staffs.gov.uk)