

# Your guide to lettings appeal



## Who can make an appeal?

You can request an appeal if you feel the decision about your tenancy or transfer status should be reviewed.

## What is the Lettings Panel?

The Lettings Panel considers appeals from tenants about the tenancy they have been granted or the transfer status they have been awarded. The panel makes its decisions in line with our [allocations and lettings policy](#) to make sure we have followed the correct processes and procedures, and the outcome of the decision will be made in regard to this.

The panel only consider appeals to decisions made by the housing officer or housing manager; it does not consider new cases where no decision has yet been reached.

New management transfer requests, succession cases, tenancy changes requests and assignments are considered by the Transfer Approval Panel (TAP).

## Lettings appeal form

Your housing officer will complete a lettings appeal form with you, which should explain why you are appealing your decision.

Only evidence related to the case should be submitted and will be considered. The panel will not, for example, comment on antisocial behaviour.

## How are decisions made?

To consider whether the tenancy type awarded is correct, the panel decides whether the tenancy granted aligns with our [tenancy policy](#) and [rent setting policy](#). You could make an appeal if you believe:

- You should be on a social rent rather than an affordable rent
- The outcome of the affordability assessment is incorrect

In consideration of whether the transfer status awarded is correct, the panel takes into account the eligibility criteria and bedroom standard set out in the allocations and lettings policy. You could make an appeal if you believe:

- You have been awarded the wrong banding
- You are eligible for a larger property

The panel do not consider whether there are exceptional circumstances which need to be taken into account; however, they will make recommendations that exceptional circumstances be considered by the housing operations manager or regional head.

The panel **do not** take into account any antisocial behaviour, unless this is related to hate crime, harassment or domestic abuse and the appeal is based on the claim that these factors have not been properly considered as a management transfer request.

The panel do not consider appeals against discretionary tenancy awards.

## Medical priority

Medical priority is considered by Now Medical, an external medical specialist. The panel do not evaluate medical conditions or undermine Now Medical's professional judgement.

The panel will, however, consider whether Now Medical has considered all the evidence put forward by the resident, and will recommend a resubmission if it believes that important evidence has been overlooked. It will also consider whether there is any risk posed by the medical condition.

Any appeals based on the medical priority awarded will not be considered without a report from Now Medical.

If you are making an appeal based on medical need, it is important to provide as much evidence as possible to Now Medical.

## Outcomes

Appeals submitted without all the relevant evidence will not be considered. Applications are considered on a monthly basis, and the outcome of the application must be agreed on by all members of the panel.

**Need some help understanding this information,  
need it in a different format or language or want some more advice?**

Contact your local officer or contact us online: [www.nhg.org.uk/contact-us](http://www.nhg.org.uk/contact-us)