

Decisions are made by the Housing Trust (HT) where an applicant or a tenant may disagree with that decision.

Decisions we make can be appealed within three (3) months of the decision if you believe you have not been treated fairly or we did not consider all of the information. Note: ***Should the appeal relate to offers of housing then the three (3) month timeframe does not apply.*** Offers of housing only have a timeframe of fourteen (14) days to appeal a decision.

Complete the form below and lodge the form within the time frames as stated in our Appeals Policy which is available on our website [www.housingtrust.org.au](http://www.housingtrust.org.au) The form can be submitted as follows: -

**By Post:** PO Box 1, Coniston NSW 2500

**Hand Delivered to:** Level 7, 5 Bridge Street, Coniston NSW

**By Email:** [feedback@housingtrust.org.au](mailto:feedback@housingtrust.org.au)

Housing Trust will provide written acknowledgement of receipt of your appeal within three (3) working days of receiving your appeal. Should you have questions about this form or should you require assistance to complete it, please contact us on **4254 1166**

Your Details	
First Name	
Surname	
Address	
Phone Number	
Email Address	
Do you require an interpreter?	<input type="checkbox"/> Yes <input type="checkbox"/> No   If yes <input checked="" type="checkbox"/> , please advise the language required. Language: .....

What decision would you like to appeal? Please select		
<input type="checkbox"/> Offer of Housing	<input type="checkbox"/> Rent Subsidy	<input type="checkbox"/> Transfer
<input type="checkbox"/> Water	<input type="checkbox"/> Eligibility for Social Housing	<input type="checkbox"/> Additional Occupant
<input type="checkbox"/> Succession of Tenancy	<input type="checkbox"/> Modification to Property	
<input type="checkbox"/> Other if not listed above. Please provide details: ..... .....		

Outline briefly why you would like to appeal
.....
.....
.....
.....
.....
.....
.....
.....
.....

**What outcome are you seeking in response to this appeal?**

.....

.....

.....

.....

**Have you spoken to anyone from the Housing Trust about the decision you are appealing?**

☐ Yes ☐ No

**If yes ☒, please advise which staff member you spoke to and when did this occur?**

.....

**Are you attaching additional evidence to this appeals form to support your application for review?**

☐ Yes ☐ No

**If yes ☒, please list the names and dates of the documents below:**

.....

.....

.....

**We suggest that you keep a copy of this completed form and your additional evidence for your records.**

**We will advise you in writing of the outcome of your appeal and how we came to that decision within 21 business days.**

**Declaration:**

I declare that the information provided in this form is, to the best of my knowledge, true and correct. I have read and understand the Appeals process. I acknowledge that Housing Trust (HT) may need to access and use my personal information as provided in order to investigate this appeal.

I understand that this information may also be used for continuous improvement of HT policies, procedures and processes.

HT will be mindful at all times of privacy and confidentiality issues related to sharing this information, however investigations are limited if we cannot use your name. If you don't wish to have your name used please indicate this here: ☐ ***I do not provide permission for HT to use my name.***

By signing below I agree to the above:

Name (print): ..... Date: .....

Signature: .....

## Do you need an Interpreter or a Translator?

If you need help to understand this letter, please contact Telephone Interpreters on 131 450 and ask them to call Housing Trust on 4254 1166 at no cost.

## Trebate li tumača ili prevoditelja?

Ako vam je potrebna pomoć da biste mogli razumjeti ovo pismo, kontaktirajte telefonske tumače na broj 131 450 i zamolite ih da nazovu Stambeno povjerenstvo (Housing Trust) na broj 4254 1166, bez ikakvih troškova.

## Да ли вам треба тумач или преводилац?

Ако вам треба помоћ да разумете ово писмо, молимо вас јавите се на 131 450 за телефонског преводиоца и затражите да бесплатно назову Housing Trust на 4254 1166.

## ¿Necesita un intérprete o un traductor?

Si necesita ayuda para entender esta carta, comuníquese con los intérpretes telefónicos en el 131 450 y solicite que llamen a Housing Trust al 4254 1166 sin costo alguno.

## Bir Sözlü veya Yazılı Tercümana mı ihtiyacınız var?

Bu mektubu anlamak için yardıma ihtiyacınız varsa, lütfen 131 450 numaralı telefondan Telefonda Tercüman servisi ile iletişime geçin ve 4254 1166 numaralı telefondan Housing Trust'ı ücretsiz olarak aramalarını isteyin.

## هل تحتاج إلى مترجم شفوي أو مترجم خطي؟

إذا كنت بحاجة إلى مساعدة لفهم هذه الرسالة، فيرجى الاتصال بخدمة الترجمة الشفوية على الرقم 131450 واطلب منهم الاتصال بصندوق الإسكان Housing Trust على الرقم 42541166 دون أي تكلفة.

V01\_20240716 1