



Appeals process

Wesley Community Housing will provide you with clear rules and guidelines for appealing decisions made by us.

An appeal is when you ask Wesley Community Housing to take a fresh look at a decision affecting you to see if the result can be changed.

The steps for appeal

1. You raise the appeal

If you are unhappy with a decision made by Wesley Community Housing, make sure you appeal as soon as possible after the original decision was made. Generally, an appeal must be made within three months of you being told the decision.

You can make an appeal by:

letter to Wesley Community Housing.

Please mail your appeal to:
Community Housing Manager
Wesley Community Housing
Level 4, 220 Pitt Street
Sydney NSW 2000

email communityhousing@wesleymission.org.au

phone 1800 770 602

2. We will review your appeal request

We will review your appeal to see if it fits the above criteria.

3. We will respond to your appeal

If your appeal fits the criteria we will:

- send you a letter to confirm we have received your appeal
- review your appeal and aim to formally advise you of the outcome within 20 business days. If the review is not completed within this timeframe due to the involvement of an external party or another required stakeholder, we will notify you in writing of the reason for the delay and the expected timeframe for completion.

4. If you are not happy with the outcome of your appeal

If you are not happy with the outcome you can take the issue to the NSW Housing Appeals Committee (HAC).

Category	Decisions that can be appealed as an applicant
Qualifying and eligibility	<ul style="list-style-type: none"> • being qualified for, or being removed from a waiting list • the size and type of property you are eligible for • whether someone under 18 years of age qualifies for a tenancy • being qualified for a location
Offer of housing	<ul style="list-style-type: none"> • whether an offer of housing is considered “reasonable” eg. type, size, location • if the reason is valid for not accepting an offer

Category	Decisions that can be appealed as a tenant
Transfer	<ul style="list-style-type: none"> • being able to get a transfer • location approved for a transfer • relocation of a tenant for management reasons • transfer of tenants under relocation powers
Rental subsidy assessment	<ul style="list-style-type: none"> • working out, change to, or cancellation of rental subsidy • rental charges related to a subsidy
Changes to a property	need for changes for disability/medical reasons only (not maintenance/upgrade issues)
Absence from dwelling	permission to go away and rent calculation during time away
Tenure categories and tenure review	<ul style="list-style-type: none"> • length of tenure given • review to see if able to end tenancy
Tenant charges	charges upon leaving a house, which have not been covered by NCAT
Offers of a property transfer	<ul style="list-style-type: none"> • whether a “reasonable” offer has been made • offers made to tenants under relocation powers
Leasehold	relocating you to another property at the expiry of the lease
Joint tenancies	being able to take a joint tenancy

Wesley Community Housing policies can be obtained by calling [1800 770 602](tel:1800770602) or emailing communityhousing@wesleymission.org.au

Contact us

General enquiries 1800 770 602

Maintenance and repairs 1800 770 602

Wesley Community Housing

communityhousing@wesleymission.org.au