

**DIRECTORATE OF CORPORATE SERVICES****PUBLIC SECTOR HOUSING****RECHARGEABLE WORKS****REVIEWS AND APPEALS PROCEDURE**

This leaflet provides information on the procedure for tenants to follow if they wish to have their recharge reviewed.

**Non-Statutory Review**

The Council Housing Repairs Policy allows tenants to appeal against their recharge if they have good reason to disagree with a decision. This could be because: -

- The reason for the recharge is incorrect
- You think the cost is incorrect
- You think you have special circumstances, which have not been properly assessed or taken into consideration

**THE PROCEDURE**

We will do our best to help you without you having to use this procedure but if it does become necessary then this is what will happen: -

1. There are three stages to this procedure as follows:

- Informal Review

You will be written to as soon as it has been identified that a recharge will be made giving an estimated cost. If the recharge is disputed for any of the reasons listed above, this must be made in writing within 21 days of the Council's notification, to your local housing office giving reasons. If this review is unsuccessful and the work is completed, you will be written to again with an actual cost.

If you have already requested a review against the reason for the recharge we can only consider a further request at this informal stage if you disagree with any additional cost or where there may be special circumstances to be considered.

**If you disagree with the recharge you must write to the housing office within 21 days giving your reasons.**

The Officer responsible for the original decision will carry out the review and will write to you to inform you of their decision.

- First Stage Formal Review

If you are not satisfied with the decision of the informal review then a first stage formal review can be undertaken. You must write to the housing office within 21 days of the date of the informal review decision letter, providing clear reasons as to why you consider that the decision is unfair or unreasonable.

A Housing Manager will carry out this review who will inform you of their decision.

It is essential that you provide clear reasons or additional information that you believe were not taken into account on the informal review to allow this review to be undertaken. No formal review can be undertaken if you fail to do this. You will be advised if this is the case.

- Second Stage Formal Review

If you remain dissatisfied following receipt of the first stage formal review decision then a second stage formal review can be undertaken. You should again write to the housing office within 21 days of the date of the first stage formal review letter providing clear reasons as to why you consider that the decision was unfair or unreasonable.

At this stage your appeal will be considered by the Reviews and Appeals Panel whose decision is final and no further appeal can be made. The Chair of the panel will write to you to inform you of their decision.

However this does not deny you the opportunity to seek your own legal advice or request an enquiry by the Public Services Ombudsman

2. The review procedure does not cover complaints about staff. Such cases will be forwarded to the officer's line manager for their investigation and response.

## **Contact Details**

Upper Rhymney Valley Area Housing Office,  
Gilfach House, William Street, Gilfach, Bargoed, CF81 8ND  
Tel: 01443 873535  
Email: [urvaho@caerphilly.gov.uk](mailto:urvaho@caerphilly.gov.uk)

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45 Atlee Court, Lansbury Park, Caerphilly, CF83 1QU  
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