

Fact sheet: How to appeal a decision made by HHS as a renter



An appeal is when a renter disagrees or is unhappy with a decision that Haven Home Safe (HHS) has made and wants it formally reviewed.

Haven Home Safe respects your right to appeal a decision. This fact sheet explains which decisions you can appeal, who can appeal, and how we manage the process.

Steps to lodging an appeal with Haven Home Safe

Before lodging an appeal

You need to have lodged a complaint with HHS that's been investigated and a decision made.

Within 3 months of the complaint being resolved

If you disagree with the decision, you can request a formal review. This is called "lodging an appeal". This must be done within 3 months of the complaint decision being made.

Renter lodges an appeal

HHS will investigate the decision. Staff who were involved in the initial complaint process will not be involved in the appeal decision making. They may provide information as part of the investigation.

Within 30 days

We aim to resolve most appeals and inform you of the outcome within 30 days. If it's going to take longer, we will communicate this with you. We investigate a decision to make sure it was fair and followed the rules by asking:

- Did we follow our own policies and the law?
- Did we look at all the renter's circumstances and relevant information properly?
- Was the decision free from bias or unfair treatment?
- Has any new information come up that could change things?

After an appeal decision has been made

If you are not happy with the outcome of the appeal, you are able to take further action by:

- Making a complaint to the Office of the Housing Registrar
- Lodging an application with VCAT
- Making a complaint to the NDIS Commission (NDIS participants only)

Where to lodge an appeal

1

Fill in the online form.
Please select the option:
"Renter appeals"



2

Call us on
1300 428 364

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Write to us.

Email: compliance@hhs.org.au

Mail: Haven Home Safe Feedback,
PO Box 212, Bendigo, VIC, 3552

Frequently Asked Questions (FAQs)

Who can lodge an appeal?

Appeals can only be lodged by Haven Home Safe renters who have a current lease with HHS and are named on the lease. A legal representative can also submit an appeal on your behalf.

Appeals cannot be made by members of the public, a neighbour, or friends, family or an acquaintance of a HHS renter.

Will lodging an appeal affect my tenancy?

We will handle all appeals in a fair, open and respectful way. Lodging an appeal won't affect your tenancy or the service you receive from us.

If you think HHS acted in a way that was false, misleading, unfair, or not meeting requirements, you can contact:

- [Victorian Civil and Administrative Tribunal \(VCAT\)](#).
 - [Consumer Affairs Victoria](#)
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What if I am still unhappy with the decision made?

After an appeal has been investigated and a decision made, if you are still not happy with how the decision was made, you can take further action by:

- Making a complaint to the [Office of the Housing Registrar](#).
 - Lodging an application with [VCAT](#)
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You **can** appeal decisions about:

- Applications for housing with HHS (in some circumstances).
- Whether you qualify for a certain type of housing (like disability or supported housing).
- Requests to make changes to your property (such as installing safety rails).
- What you are entitled to in your property (like storage space or parking).
- The amount or existence of a debt (if you think you don't owe money or the amount is wrong).
- Any breach of the *Residential Tenancies Act 1997 (Vic)* (like if you didn't get proper notice before an inspection).

You **cannot** appeal decisions...

- If legal action has already started for the issue.
- If the original complaint decision was made more than 3 months ago.
- About how or when you pay back a debt.
- About rent increases or decreases.
- When HHS sells or leases a property.
- That are made under a VCAT order or another legal ruling.
- That don't directly affect you or your rental property.

For additional support and information, contact the following organisations:



Tenants Victoria
1800 068 860
www.tuv.org.au



Victoria Legal Aid
1300 792 387
<https://www.legallaid.vic.gov.au/>