



Government  
of South Australia



# Public Housing Appeal Form

For customers of Housing SA

If you disagree with a Housing SA decision, you have the right to appeal. This will not influence any future decisions made by Housing SA in relation to your housing needs.

## **Who can appeal?**

All Housing SA customers.

## **Before you appeal**

Have you spoken to Housing SA? If you have new information or your circumstances have changed, please advise Housing SA on 131 299. If you are still dissatisfied with the decision you can lodge an appeal.

## **What can you appeal?**

### **1. Rental applications**

- housing needs assessment
- cancellation of application
- allocations.

### **2. Tenant debt**

- maintenance charges
- rent arrears.

### **3. Tenancy matters**

- transfers
- caretakers
- rent assessment
- probationary tenancy.

### **4. Maintenance requests**

- fencing
- disability modifications
- floor coverings
- removal of trees.

### **5. Home purchase**

### **6. Private rental assistance**

## What can't you appeal?

- disputes between neighbours
- eviction (once legal action has commenced)
- Government policy
- complaints about staff behaviour.

If you are unsure as to what you can appeal, please contact Housing SA on 131 299

## What will happen?

The appeal process is an administrative review of a Housing SA decision, to ensure that policy has been interpreted correctly and fairly applied.

The appeal process consists of two levels: The first stage is an internal review conducted by Housing SA and the second stage is an independent review conducted by the South Australian Civil and Administrative Tribunal (SACAT).

## Internal Housing SA review

A written appeal statement is prepared and reviewed by Housing SA. A copy of the appeal statement and relevant policy(s) will then be sent to you within 28 days.

If you still believe the decision is incorrect, you may request an independent review by SACAT.

## SACAT review of a Housing SA decision

SACAT reviews government decisions, and handles cases in a range of specific areas.

SACAT will hold a hearing at which it will consider all relevant information provided by you and Housing SA, and will then make a decision. Time limits also apply to the period within which an application to SACAT can be made.

Go to [www.sacat.sa.gov.au](http://www.sacat.sa.gov.au) or call 1800 723 767 or email [sacat@sa.gov.au](mailto:sacat@sa.gov.au) for more details.

Applications can be made via online form, or over the phone for people who need additional assistance.

## How do you appeal?

Complete both sides of the attached Public Housing Appeal form and sign it. Attach to this appeal form any other documentation that may assist your case and send it to Housing SA.

## Who can help with your appeal?

### Tenants' Information and Advisory Service (TIAS)

 Free call 1800 060 462

## More information

### Housing SA, Housing Appeals

 GPO Box 1669, Adelaide SA 5001

 [www.sa.gov.au/housingsa/appeals](http://www.sa.gov.au/housingsa/appeals)

 [HousingAppeals@sa.gov.au](mailto:HousingAppeals@sa.gov.au)

 (08) 8207 0325 or

Free call 1800 676 350 (country callers)

## Feedback:

### Housing SA Client Feedback

 GPO Box 1669, Adelaide SA 5001

 [housingfeedback@sa.gov.au](mailto:housingfeedback@sa.gov.au)

## Alternative formats:

The information in this publication can be provided in an alternative format or another language on request by calling (08) 8207 0325.

# Public housing appeal form



## Personal details

Title  Mr  Ms  Mrs  Miss  Other .....

Family name .....

Given name(s) .....

Date of Birth .....

Home address .....

..... Postcode .....

Postal address (if different to above) .....

..... Postcode .....

Daytime phone .....

Mobile .....

Email .....

Housing SA customer number (if known) .....

Interpreter required?

Yes  No

Language: .....

## Advocate or other contact person

If you would like to nominate another person to act as a representative on your behalf, or would like someone else to know details of your appeal (eg. housing advocate, social worker, friend, relative), please complete this section.

**Do you give permission for Housing SA to deal with and send copies of your paperwork to this person?**

Yes  No

Title  Mr  Ms  Mrs  Miss  Other .....

Name .....

Relationship (or agency details).....

Postal address (if different to above) .....

..... Postcode .....

Daytime phone .....

Mobile .....

Email .....

## Does this appeal relate to a previous address?

Yes  No

If yes, please provide previous address

.....

..... Postcode .....

OFFICE USE ONLY

Appeal number:

Date:



**Appeal details**

---

Please describe the Housing SA decision you wish to appeal.

.....  
.....  
.....  
.....

Please state the reasons you believe this decision to be incorrect.

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**Have you included copies of any relevant additional information?**

Yes       No

Appellant signature ..... Date .....

By signing this form, you give permission for staff to access and view your Housing SA records for the purpose of processing this appeal. The permission remains current for 90 days from the date you sign.

When you have completed both sides of this form and attached all information that may be relevant, please return it to:  
**Housing SA, Housing Appeals, GPO Box 1669, Adelaide SA 5001**