

Homeless?

Your Right to a Review



What is a review?

A review is a way of you appealing against a decision about your homelessness application. This means asking us to look at your homelessness case again.

How to ask for a review

You must make your request within 21 days of receiving your homelessness decision letter from our agent Fortis Living. You or anyone acting on your behalf can do this by writing to us at the address or email at the end of this page.

What will happen next?

You will be asked to provide us with any new information/evidence for us to consider. We will then invite you to an interview so we can discuss your case in person. At this interview you can bring a friend or advocate with you. Following this interview a senior officer at the Council will review your case and make a final decision.

We will notify you of our final decision in writing and our letter will explain the reasons for our final decision. The whole review process will take no longer than 56 days to complete. If it needs to take longer we will let you know why.

What if you're not happy with our final decision?

If you are not happy with our final decision you can appeal to your local County Court on a point of law. You must make this appeal within 21 days of receiving our final decision letter.

How to contact us

If you have any question about homelessness reviews please contact the Council's housing team on **01684 862424** or email housingenquiry@malvernhillsgov.uk

Our postal address is: Malvern Hills District Council, Housing Team, The Council House, Avenue Road, Malvern, Worcestershire WR14 3AF