

## How to appeal

This guidance note describes how to appeal against a decision about an application made to purchase a property through Co-Ownership Housing®.

There is no charge for making an appeal. Please do not send any payment with your appeal request (this includes the application fee).

To show grounds for an appeal to be considered you must identify flaws in the reasoning of the original decision. We will not normally re-examine:

- matters of fact
- matters outside our power to change (for instance, government policy that we are required to apply)
- situations where the applicant was not eligible at the time the application was submitted, although circumstances may subsequently have altered.

We will examine:

- the evidence provided when you applied
- any additional evidence you may wish to provide.

This guidance note tells what will happen, and what you need to do, during an appeal. There are sections about:

- Time limits
- What you must send us and how
- How to send your appeal
- What will happen after we receive your appeal

## Time Limits

Time is of the essence as we are dealing with the purchase of property in the open market.

We must receive your request for an appeal in writing and stating the grounds for your appeal no later than the 10th day after the date on which we wrote to you with our decision. Our decision letter to you will include the reasons for that decision. If the 10<sup>th</sup> day deadline falls on a day on which the office is closed, it is extended to the next working day.

We will write to acknowledge receipt of your request for an appeal.

## Guidance Notes on Application Appeals



If your appeal is to succeed and enable you to progress with the purchase of a property through Co-Ownership, it must show that our reasons were incorrect and that your case is indeed within prevailing guidelines for eligible cases.

Once all of your appeal information has been received, we undertake to respond within 5 working days.

### **What you must send us**

You must provide full details of the reasons for your appeal and any supporting evidence within the time limit set out above.

If you have documentary evidence in support of your request which was not provided with your original application you must include the original or a certified copy.

### **How to send your appeal**

You must send your appeal directly to Co-Ownership Housing® at the same office address used for your application.

An appeal is only commenced when it is received complete at our offices, whatever the method used to deliver it. If you can, please leave yourself enough time to allow for possible postal delays or to correct errors within the time limit.

Contact us if you have received no acknowledgment after 3 working days. We regret that individual personnel are unable to enter into discussions on the appeal before it has been considered by the panel.

### **What will happen after we receive your appeal**

Your appeal will be considered by a panel at Co-Ownership Housing®, none of whom played a role in the initial decision or are otherwise connected with the circumstances of your appeal.

The panel will write to you with its decision within 5 working days of receiving the complete appeal information.