

## Rights of Information, Review and Complaints

This section tells you about housing applicants' right to information, review of decisions and when to complain.

### ***Rights of Information and Review***

The Housing Act 1996<sup>9</sup> gives housing applicants the right to know the facts of their case which have been or are likely to be taken into account by Enfield Council or Enfield Homes when considering their application to join the Housing Register or to make them an offer of a social rented home.

Applicants are entitled to receive this information in writing together with information that explains how and by when they can request an internal review of a decision made that they do not agree with.

Homeless applicants have an additional right of review under Section 202 of the Housing Act 1996 about the suitability of any offer of a social rented home.

### **Which decisions in this Allocations Scheme can a housing applicant ask to be reviewed?**

A housing applicant can ask Enfield Council Housing to review the following decisions:

<b>Type of Decision</b>	<b>Who will deal with an internal review</b>
<ul style="list-style-type: none"><li>Deciding outcome of request to review ineligibility for housing</li></ul>	Enfield's Housing Options and Advice Service: Team Leader / Review Officer level
<ul style="list-style-type: none"><li>Whether facts have not been taken into account in assessing a housing application</li></ul>	Enfield's Housing Options and Advice Service: Team Leader / Review Officer level
<ul style="list-style-type: none"><li>Whether the Housing Register application should be cancelled</li></ul>	Enfield's Housing Options and Advice Service: Team Leader / Review Officer level
<ul style="list-style-type: none"><li>Reducing priority for housing for rent arrears</li></ul>	Enfield's Housing Options and Advice Service: Team Leader / Review Officer level
<ul style="list-style-type: none"><li>Review of outcomes of refusing an offer of a Council or housing association home</li></ul>	Enfield's Housing Options and Advice Service: Team Leader / Review Officer level

<sup>9</sup> Section 166(A) Housing Act 1996 as amended by Localism Act 2011, S147 (2)(a)