

Timescale for requesting a review

When an applicant receives a decision in writing (by post or email) about their housing application, they can request a review of it within 15 working days.

At the same time as requesting a review, the applicant, or whoever they would like to represent them, should also provide any additional details or information they would like Enfield Council Housing to take into account.

Both the request for a review and any additional details and information an applicant would like considered should be sent in writing (by post or email) to Enfield Council Housing. The table above outlines which organisation deals with the review of particular types of decisions. The letter containing the original decision will say which organisation will deal with any review.

How we will deal with a request for a review

When we receive a request for a review, we will write to the housing applicant within 5 working days:

- Acknowledging receipt of their request for a review
- Explaining the review procedure;
- Explaining that the housing applicant will know the outcome of the review within 20 working days, unless a longer time is agreed with the applicant.

When we receive the housing applicant's written representation, we will review our original decision, taking into account any additional information and any other relevant facts. A more senior officer than the one who made the original decision will carry out the review.

We will let the applicant know the outcome of a review in writing. Where we confirm our original decision, we will explain why.