



Fact Sheet

Decent Homes Programme Your right to appeal

What to do if you are unhappy with the survey results of your home

Each home has been surveyed to see how much work is needed to bring it up to the agreed St. Leger Homes' Decent Homes standard. If you are unhappy about the proposed work then we can carry out a second survey on your property. If the new results differ from the original survey then we will use these new findings.

Once you have received written notification in the form of a scope of works letter, you are given 14 days to submit an appeal. If you decide to appeal, you will be asked why you think the work we plan to do will not bring your home up to the agreed standard. You can also tell us why you think the work is not necessary, if there is an area of your home you don't think needs doing.

To meet the standard your home must:

- Be free from damp
- Have a kitchen which is less than 20 years old
- Have a bathroom which is less than 30 years old
- Have programmable heating (which means full central heating)
- Be in a good state of repair
- Have a smoke alarm
- Have double-glazed windows
- Have external doors and windows of a maximum security standard (including communal doors)

We will contact you within 10 working days of receiving the form to organise a second survey on the areas of your home that you are unhappy about.

If after the second survey you remain unhappy then your appeal needs to go to a St. Leger Homes' appeals panel. The panel is made up of three St. Leger Homes' board members and the director of property services. We ask a member of the Decent Homes Team to attend to explain the proposals being put forward. At the meeting you will need to explain the reasons behind your appeal. The panel cannot change the St. Leger Homes' Decent Homes Standard. The panel will discuss your appeal and you will be notified within five working days of the result.

To start the appeal process, please fill in the form 'Your right to appeal' and return it within 14 days after receiving your scope of works letter to: Scheme Planners - Decent Homes Team, St. Leger Court, White Rose Way, Doncaster DN4 5ND.

To request a form, contact the Scheme Planners in the Decent Homes Team on 0800 180 4478. Please ask if you need any help filling it in.



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