

How we deal with an appeal

- Keep matters confidential
- Manage the appeal in a consistent, transparent and effective manner
- Advise the appellant of the outcome

External appeal

At all times you can contact Salvation Army Housing Tasmania for more information and advice to assist with your appeal on 03 6270 0322.

If you are dissatisfied with the outcome of the Appeal you are entitled to lodge an application with The Residential Tenancy Commissioner for a determination within a suitable time frame.

Residential Tenancy Commissioner

Ph: 03-6173 0205

www.rtc.justice.tas.gov.au

www.cbos.tas.gov.au

Or you can contact the Tenants Union of
Tasmania : 03 6223 2541

Salvation Army Housing

Tasmania

Ph : 03 6231 6258



Appeals

**Salvation Army
Housing Tasmania**

03 6231 6258

sahcampbellst@salvationarmy.org.au

87-91 Campbell Street

Hobart TAS 7000

Your concerns provide us with an opportunity for positive action

What is an Appeal?

If you do not agree with a decision made by SAH, you can formally ask for the decision to be reviewed. This is an appeal.

Decisions related to the following matters can be appealed:

- Housing eligibility
- Property allocation
- Transfer or potential transfer to another property
- Calculation or imposition of rent, levy, charge or subsidy outside of your tenancy agreement
- Condition, modification or improvement of your property
- Anything that affects your occupation or use of the premises.

Making an Appeal with Salvation Army Housing

You make contact in person, by telephone or in writing, expressing dissatisfaction with a decision made by SAH.



You provide the following details in writing:

- Name and contact details of person lodging the appeal
- Name and contact details of the respondent
- A clear statement giving the reasons why you think the decision is wrong



SAH will determine the outcome of your appeal within a timely manner.



Once the appeal review is completed, you will be advised of the outcome in writing explaining the reason(s) for the decision