



# Chichester & Arun Landlord Accreditation Scheme Complaints and Appeals Procedure



Any problems or complaints which relate to the Accreditation Scheme are initially investigated by the Accreditation Officer who will determine, in conjunction with the Environmental Health (EH) Housing Manager if necessary, the most appropriate response.

The following are examples of problems which could occur during the accreditation process and how they are resolved:-

### **Inadequate or incorrect information submitted in the accreditation application.**

If the Accreditation Officer is unable to obtain full and accurate information the application is refused, in writing.

### **Disagreement about the extent of works required to achieve accreditation and/or the deadline by which those works must be completed.**

The Accreditation Officer confirms the works/ deadline with the EH Housing Manager. If the landlord is unwilling to meet the requirements the application is refused, in writing.

### **Post accreditation breach of either the scheme standards or the code of good management.**

The Accreditation Officer investigates the breach and confirms with EH Housing Manager whether breach is considered to be low, medium or high severity, with the following consequences:-

- low severity breaches should be resolved by the Accreditation Officer and landlord.
- medium severity breaches (e.g. affecting the material comfort of tenants) are likely to lead to accreditation being suspended until remedial works have been carried out.
- high level breaches (e.g. affecting tenants' health or safety) are likely to lead to an accreditation being revoked, in addition to appropriate statutory action. Reinstatement after accreditation has been revoked would depend upon the landlord demonstrating a prolonged period of good practice.

**N.B. Landlords who are aggrieved by the Council's decision on how to resolve an issue can appeal to the Accreditation Appeals Panel, which consists of the EH Housing Manager, Housing Portfolio Holder and Landlord Representative.**

Such appeals must be made in writing to the EH Housing Manager within 21 days of the decision being made.

The Panel will aim to meet within 14 days of the appeal being submitted. The Panel may ask for witnesses to either be present or provide a written statement.

The determination of the Panel, to uphold, amend or reverse the previous decision, is final and will be notified to relevant parties within 7 days of the hearing.

