

# HOMELESSNESS REVIEWS

[Review.Team@southwark.gov.uk](mailto:Review.Team@southwark.gov.uk)

# What we do?

- **Receiving a decision that you do not agree with can be very stressful and we understand this.**
- The Homelessness review service is an independent service that generally looks at cases where the Council has decided that you are only entitled to advice and assistance to secure a home.

# What should happen if you request a review?

- You should always request a review within 21 days of receiving the letter or the Council making this available for you.
- You should receive a letter with the contact details for your reviewing officer.
- The amount of time you have to give us any new information that you would like the team to consider.
- The amount of time the Council has to complete your review.



What if there are mistakes in the first decision or my situation has changed?



- If there are mistakes or your situation has changed, we can change the decision and help you to secure accommodation.
- Sometimes even if there are mistakes, we may still decide that the Council should still provide you with advice and assistance to secure a home.
- In any case we will always write to you to explain our reasons and give you a chance to speak to us face to face.

# What if I still disagree?



It's OK to  
Disagree  
but  
not OK to  
Disrespect

- Tell us first – we will always look at the decision again, if you can show us why we should change the decision.
- You can also ask the Court to look at the decision that we have made.
- All we ask is that you are respectful to our staff.

## Our Details

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Click the link and send us an email. We will do our best to help, even if it is advice and assistance.