

# Complaints

Complaints are when you're unhappy with the standard of service from your social housing provider

Appeals are when you're unhappy with a decision made by your social housing provider relating to their policies

There are two stages to an appeal:

- First Tier Appeals (internal review of decision with your provider)
- Second Tier Appeals (external review of the decision, including a hearing with the Housing Appeals Committee)

## Complaints to your housing provider



Call **8324 0885** and talk to the Housing Team



Email:

[customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)

Complete the complaints form

<https://bridgehousing.snapforms.com.au/form/compliments-complaints-and-appeals-feedback-form>



Go into a Bridge Housing office to lodge your complaint  
**Level 9, 59 Goulburn St, Sydney**

*Bridge Housing take 21 days to write back to people who have complained*



# Appeals

## Make an appeal (known as a First Level Appeal)



Go into a Bridge Housing office with an advocate or friend for an appeals interview – call ahead to arrange a time  
**(8324 0885)**



Complete the appeals form online  
<https://bridgehousing.snapforms.com.au/form/compliments-complaints-and-appeals-feedback-form>



*Bridge Housing take 21 days to write back to people who have appealed a decision*

## Make an external appeal (known as a Second Level Appeal)

Complete the Second Level Appeals form  
<https://forms1.facs.nsw.gov.au/register/STA/>



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## A HOUSING TOOL FOR MOB

### Bridge Housing



Level 9, 59 Goulburn St, Sydney city  
or Level 1, 660-664 Pittwater Rd,  
Brookvale

Open Mon, Tues, Thurs, Fri  
9am - 4:30pm  
Weds 1pm - 4:40pm

Use the lifts that face the street to  
get to Level 9



[customerservice@bridgehousing.org.au](mailto:customerservice@bridgehousing.org.au)

PO Box 20217 World Square NSW  
2002



**8324 0800**

*This free housing resource was developed as part of community-based research between the La Perouse Aboriginal Community Health Centre and Guunu-maana (Heal) Aboriginal and Torres Strait Islander Health Program, The George Institute. Accurate at August 2024.*

# Steps to making a repairs request

## Is it an emergency or urgent repair?

Things like gas, electricity or water supply is not working, blocked or broken toilet, burst water pipe, gas leak, serious roof leak, electrical fault, flooding or flood damage, storm or fire damage

Call **8324 0800**  
and press 1

Say what's happening and be specific  
*Example: "there is a gas leak in the kitchen"*

Write down the name of the staff member, time and day of the call and ask the staff member to give you a reference number for future reference

### Emergencies

Things like a gas leak, flooding, serious damage from fire, storm or break-in, major leak, ceiling fallen in, electrical fault, or anything that risks your safety and security

**Response time**  
**4 hours**

### Urgent repairs

Things like faults in gas, electricity or water, no hot water, no heating, no water coming from taps, entire stove not working, blocked toilet, serious roof leak, broken glass, smoke alarm

**Response time**  
**24 hours**

## Non-urgent repairs or maintenance

Things like slow draining sinks, broken tiles with sharp edges, clothesline leaning, internal doors won't close



Call **8324 0800** and speak to the Repairs Team. Write down the name of the staff member, the time and day of the call. Explain what needs repairing in detail. Ask the staff member to give you a reference number, the expected response time, and write it down for future reference when following up on the repair.



Go into a Bridge Housing office, either Level 9, 59 Goulburn St, Sydney or Level 1, 660-664 Pittwater Rd, Brookvale



E-mail:  
repairs@bridgehousing.org.au  
with your name, phone number and description of the issue

Use the online repairs form  
<https://bridgehousing.snapforms.com.au/form/repair-request>



### Are you having trouble with a neighbour?

Contact the Bridge Housing team or refer to the Good Neighbour Approach policy to learn about how to resolve a dispute with a neighbour



### Remember...

Keep your details up to date. If you've changed your phone number your social housing provider needs to know so they can contact you

Once the repairs request is in, a contractor may come to your house – Bridge Housing won't call you first. When a contractor comes, ask for their ID and ask for the job number in case they need to return.

### Response times for non-urgent repairs

Routine 1  
**5 Days**

Routine 2  
**21 Days**

# Tribunal

Tribunal, or NCAT, is a separate process to complaints, appeals and the Ombudsman.



You can take your housing provider to the Tribunal by applying to NCAT. You can do this yourself or you can ask a local support service to help you.

If you identify as Aboriginal or Torres Strait Islander you can ask to have your case heard in the Aboriginal Tenancy List. Being on the list means you'll be connected with support services and specialist Aboriginal Tenants advocates, your case will be discussed with a designated tribunal Conciliator and you have extra time for a Tribunal Member to decide your case if you are unable to agree on your own solution. Apply online to be on the Aboriginal Tenancy List.



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