

# Complaints and Appeals

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 us on **1300 CHL Housing (1300 245 468)** and speak to the staff



Complete the complaints form online  
<https://chl.org.au/tenants/do-it-online/feedback-form/>



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



Call us on **1300 CHL Housing (1300 245 468)** and speak to staff to complete an appeals form with you over the phone



Complete the appeals form online  
<https://chl.org.au/tenants/do-it-online/feedback-form/>



# 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.

Tribunal



<https://ncat.nsw.gov.au/case-types/housing-and-property/tenancy.html>

Aboriginal Tenancy List



<https://ncat.nsw.gov.au/case-types/housing-and-property/tenancy/aboriginal-tenancy-list.html>



# BUNDI

## A HOUSING TOOL FOR MOB

## Community Housing Limited



2/20 Charles Street, Parramatta  
Parramatta office



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*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 **1300 424 573**

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**  
**4-24 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**  
**Within 24 hours**

### 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

## Non-urgent repairs or maintenance

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



Call **1800 573 370**

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 for the call, the expected response time and write it down for future reference when following up on the repair.



E-mail: [maintenance@chl.org.au](mailto:maintenance@chl.org.au) with your name, phone number and description of the issue

Use the online repairs form  
<https://chl.org.au/tenants/do-it-online/request-a-repair/>



Once the repairs request is in, a contractor may come to your house – your Client Service Officer 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: Within 21 Days**



Community Housing Limited repairs and maintenance fact sheet  
<https://chl.org.au/wp-content/uploads/Repairs-and-Maintenance-Fact-Sheet-ver-2.0.pdf>

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