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 1800 422 322

Press 2 for housing services, then 5 for Client Feedback You can ask to speak to an Aboriginal officer



feedback@facs.nsw.gov.au



FACS Client Feedback Service, Locked Bag 7150, Liverpool BC, NSW 1871

Homes NSW take 15 days to write back to people who have complained

Make an appeal (known as a First Level Appeal)

Complete the appeals form https://www.facs.nsw.gov.au/housing/ help/applying-assistance/appeals



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

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



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.

NSW Ombudsman

What can you complain about to the NSW

• Unreasonable delay in taking action or making a decision

• Failure to contact you or reply to your correspondence,

• Failure to adequately respond to a maintenance request

• Failure to comply with work orders, technical inspection

• Not providing reasons for a decision that affects you

How to complain to the NSW Ombudsman

• Not telling you the outcome of your complaint.

You can also complain to the NSW Ombudsman.

Ombudsman?

emails or phone calls

• Poor customer service

orders or orders by the NCAT

Failure to comply with other undertakings

• Missing paperwork, errors or mistakes

Complete the complaints form

online and make sure to have all

documents about the complaint

ready to be uploaded



e-types/housing-andproperty/tenancy.html

Aboriginal Tenancy List



e-types/housing-andproperty/tenancy/aborigina I-tenancy-list.html

BUNDI

(previously known as **Housing NSW or DCJ Housing**)



Level 7/832 Anzac Parade, Maroubra or another office Open Mon-Fri 9am - 5pm







If you want to speak to an Aboriginal or Torres Strait Islander person, when you call 1800 422 322, ask for the Aboriginal Enquiry Line. The Aboriginal Enquiry Line has dedicated Aboriginal or Torres Strait Islander staff to help you.

A HOUSING TOOL FOR MOR

Homes NSW

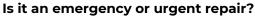


feedback@facs.nsw.gov.au

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.

https://www.ombo.nsw.gov.au/Making-a-complain

Steps to making a repairs request



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 1800 422 322

and press 1 and follow the prompts for New Requests, Follow up requests or to Provide feedback

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 2-8 hours

coming from taps, entire toilet, serious roof leak, Response time 24-48 hours

Urgent repairs

Things like faults in gas, electricity or water, no hot water, no heating, no water stove not working, blocked broken glass, smoke alarm

Non-urgent repairs or maintenance

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



Call **1800 422 322** and press 1.

Write down the name of the staff member, the time and day of the call. Ask the staff member to give you a reference number and write it down for future reference when following up on the repair.



Go into a Homes NSW office and ask for support lodging a request for repairs



Use the eRepair online system on the Homes NSW website or use the MyHousing app on your phone



www.facs.nsw.gov.au/housing/living/maintenance/erepair

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: 20 Days

Told it's planned works?

Planned works is non-urgent work, such as painting, replacing floor coverings, or upgrading a kitchen or bathroom. Speak to your local office about the timeframe of your planned works. If you don't believe your issue comes under 'planned works' and needs repairing sooner, contact an advocacy service like the Eastern Area Tenants Service (EATS).



If you're in an Aboriginal Housing Office (AHO) property and you've made a repair request that isn't getting fixed in a reasonable time, you can contact AHO. Before contacting the AHO you must have tried your housing provider first and given them time to respond to your request.

AHO General contact



1800 727 555



enquiries@aho.nsw.gov.au

AHO Sydney/South Eastern region contact



9995 5020



sse<u>@aho.nsw.gov.au</u>

Are you having trouble with a neighbour?

You can let Homes NSW know by filling out a Housing Statement form



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