

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



Complete the complaints form

<https://www.sgch.com.au/your-tenancy/appeals-complaints/appeals-complaints-form/>



Print a copy of Complaints and feedback form

<https://www.sgch.com.au/wp-content/uploads/2023/04/Complaints-and-Feedback-Form.pdf>



and email it to office@sgch.com.au
or post it to **SGCH, PO Box 348 Hurstville BC NSW 1481**

Make an appeal (known as a First Level Appeal)



Complete the appeals form

<https://www.sgch.com.au/your-tenancy/appeals-complaints/appeals-complaints-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/cas-e-types/housing-and-property/tenancy.html>

Aboriginal Tenancy List



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



BUNDI

A HOUSING TOOL FOR MOB

St George Community Housing



11 Gibbons Street Redfern
Open Mon-Fri 9am-5pm



office@sgch.com.au
PO Box 348 Hurstville BC
NSW 1481



1800 573 370

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 **9585 1499**
and press 3

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



You can access St George Community Housing's computers at the Redfern office (11 Gibbons St, across from Redfern Station) to fill out forms or to upload photos for repair requests.

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. 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 SGCH office
11 Gibbons Street Redfern
Open Mon-Fri 9am-5pm



Scan for online repair form

Use the online form & upload any photos of the issue to the form
<https://www.sgch.com.au/your-tenancy/repair-maintenance/report-a-repair/>



Complete a pdf form
https://www.sgch.com.au/wp-content/uploads/2022/01/SGCH_Repair-Form.pdf

Then email pdf form to repairs@sgch.com.au or print it, fill it out and post it to the address: **SGCH, PO Box 348, Hurstville BC NSW 1481**



Are you having trouble with a neighbour?

Contact your Tenancy Manager or refer to the Anti-Social Behaviour Factsheet 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 – St George 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

Non-urgent repairs

(e.g., inoperable windows, lights or a leaking tap)

14 Days

Handyperson repairs

(e.g., internal doors won't close, damaged fly screens)

28 Days

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