

# 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

You can also complain to the NSW Ombudsman.

### What can you complain about to the NSW Ombudsman?

- Unreasonable delay in taking action or making a decision
- Failure to contact you or reply to your correspondence, emails or phone calls
- Failure to adequately respond to a maintenance request
- Failure to comply with work orders, technical inspection orders or orders by the NCAT
- Failure to comply with other undertakings
- Poor customer service
- Missing paperwork, errors or mistakes
- Not providing reasons for a decision that affects you
- Not telling you the outcome of your complaint.

### How to complain to the NSW Ombudsman

Complete the complaints form online and make sure to have all documents about the complaint ready to be uploaded

<https://www.ombo.nsw.gov.au/Making-a-complaint>



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



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



# BUNDI

## A HOUSING TOOL FOR MOB

## Homes NSW

(previously known as Housing NSW or DCJ Housing)



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



**1800 422 322**



feedback@facs.nsw.gov.au

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.

*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 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**

### 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**  
**24-48 hours**

## 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

Scan for eRepair



[www.facs.nsw.gov.au/housing/living/maintenance/erepair](http://www.facs.nsw.gov.au/housing/living/maintenance/erepair)



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](mailto:enquiries@aho.nsw.gov.au)

### AHO Sydney/South Eastern region contact



9995 5020



[sse@aho.nsw.gov.au](mailto:sse@aho.nsw.gov.au)

### 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

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).