

Housing Management **HOTLINE**

Non Metropolitan:

Telephone 1800 652 877

Sydney Metropolitan:

Telephone 02 9211 8420

Monday to Friday **10am to 1pm**



***For Community / Aboriginal
housing workers in NSW***

Call the **HOTLINE** if you need help to:

- Respond to tenants
- Ensure best practice in housing management

Our Website also has a list of referrals for other support & advice services: http://www.communityhousing.org.au/F3_directory.html

We can help with Residential Tenancy Law, the Tribunal (CTTT), policy and best practice. If we can't tell you straight away we can find out for you.

HOTLINE INFORMATION DISCLAIMER

The information provided to you by the NSWFHA Centre for Training in Social Housing (CTSH) is designed to assist you to make informed housing management decisions through the provision of resources and information.

The information provided to you is not designed to provide legal advice, and any specific legal issues should be dealt with through appropriate legal channels. The Hotline does not provide CRA calculations, however we may be able to help you understand the CRA Calculator.

*The **HOTLINE** informs housing providers of the legal aspects of issues, as well as providing examples of practice and policies from state, national and international sources. If we feel that a Hotline enquiry relates to a practice that poses a risk to the good practice reputation or legal compliance of the housing organisation we reserve the right to contact the housing organisation to discuss this further and suggest further training*