

Dear Provider

I am emailing you with some important information for community housing providers that relates to the Community Housing Division's Complaints Management Project.

As you may have read in the May edition of our newsletter, the Community Housing Division is investing significant effort in documenting and communicating a Community Housing Complaints, Issues and Appeals Framework. The project is being undertaken in two stages: Stage 1 involves the documentation of the Framework and facts sheets and has a focus on complainants information needs; Stage 2 involves an examination of the Community Housing Division's internal community housing complaints management processes and considers how we might better involve community housing providers in terms of complaints Housing NSW or the Minister, might receive.

Stage 1 is largely complete with communication activities on the Framework in 'full swing' and that is one of the reasons for writing to you. The Framework is now accessible through the Division's website ([Community Housing Complaints, Issues and Appeals Framework](#)), arrangements are also being made to have this link included on the Housing Pathways website.

Key messages of the Framework are:

- Concerns about an individual community housing tenancy, application or property management are to be directed initially, to the relevant community housing provider.
- Complainants can approach registered community housing providers to ask for the organisation's information about internal complaints and appeals processes.
- There are a number of other organisations that exist that can assist a complainant with their concern.

As part of communication activities, plans are underway to write to all Members of Parliament about the Framework. A significant number of the complaints received in the Division, via the housing portfolio Ministers, are from MPs writing on behalf of constituents. MPs will be provided with contact details for CHPs operating in their Electorates so that they can assist constituents, through liaison with the relevant CHP. I understand from the Federation that CHPs have been individually briefing MPs, following the change of Government. I would encourage you to continue to build these relationships with MPs as it will not only help to build awareness around the activities of your respective organisations but it will also assist in the area of complaints management.

Work on Stage 2 of the project is well underway and the work under this stage strengthens the key messages of the Framework (outlined above). Given that CHD and the Ministers receive community housing related complaints that concern individual tenancy, applicant or property issues (matters for the relevant CHP), CHD is exploring opportunities to refer these types of complaints to the relevant CHP for direct response, with the complainant's consent.

Further information on the project will be included in our next newsletter. In the meantime, if you would like to know anything more about the project, please contact Deanne Smith, A/Manager, Business Improvement and Change Projects on (02) 8753 8835.

Leonie King

Executive Director

Community Housing Division