

## Fact sheet

April 2011

# How to contact us

There are a number of ways to contact Housing NSW. You can:

- visit our website  
[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)
- phone 1300 HOUSING (1300 468 746)
- email  
[feedback@facs.nsw.gov.au](mailto:feedback@facs.nsw.gov.au)
- visit your local Housing NSW office
- write to us.

### Housing NSW website

[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

Our website contains:

- our latest news, information and policies
- fact sheets, publications and other useful information for you to download
- a feedback link to send us your feedback
- head office address and telephone number
- local Housing NSW office addresses and telephone numbers
- telephone numbers for other services
- links to other organisations.

### 1300 HOUSING (1300 468 746)

The Housing Contact Centre provides:

- help 24 hours a day, 365 days a year
- an automated menu that will direct your enquiry to the service you require including:
  - maintenance
  - general housing enquiries
  - reporting fraud and corruption
  - feedback
  - Rentstart information
  - mortgage assistance
  - Home Purchase Advisory Service.

If you are Aboriginal or Torres Strait Islander and wish to speak to an Aboriginal operator, just select the relevant menu option (available Monday to Friday 8.30 am – 4.30 pm).

Housing NSW provides free, confidential and qualified language services to clients who may need information or assistance with housing. Call 131 450 to arrange a telephone interpreter to speak in the language you require.



### Email

[feedback@facs.nsw.gov.au](mailto:feedback@facs.nsw.gov.au)

Through our feedback tab, you can make reports of fraud, misconduct or corruption. Your report is treated seriously and managed in the strictest confidence.

### Your local Housing NSW office

You can telephone or visit any of our local offices. Generally, local Housing NSW offices are open Monday, Tuesday, Thursday, and Friday from 8.30 am to 4.30 pm and Wednesday from 1.00 pm to 4.30 pm.

Our website provides a full list of our local offices address and telephone numbers in the *contact us* tab.

### Write to us

Our Head Office address is:

223–239 Liverpool Road,  
Ashfield NSW 2131

Our postal address is:

Locked Bag 4001,  
Ashfield BC 1800

You can also write to your local Housing NSW office. The address is available from our website.

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

### Translation service

Arabic	خدمة الترجمة الخطية والشفهية المجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450