

Community Housing Complaints

If you have questions or complaints about your housing, please use the below step-by-step process

Step one: If you have a complaint about your housing, please contact your Community Housing Provider (CHP) and follow their complaints process.

Step two: If you cannot resolve your complaint with your Community Housing Provider, the Community Housing Registrar may be able to help. You can contact the Registrar via post, online or by phone.

The Community Housing Registrar can assist with

- repeated failures of the CHP to follow the complaint policy
- the CHP not following the orders from NTCAT
- misallocation of government funding
- allegations of fraud or corruption.

The Community Housing Registrar cannot assist with

- termination of tenancy agreements
- breaches of agreement, such as rent arrears
- disputes related to tenancy transfers
- payments of debts to the CHP
- repairs and maintenance
- rents and rent increases
- disputes between tenants.

Post	Online	Phone
Registrar of Community Housing NT PO Box 37073 Winnellie NT 0821	NRSCH.TFHC@nt.gov.au nrsch.gov.au	(08) 8936 4000

Step three: If the Registrar cannot assist with your complaint, the following organisations may be able to assist.

Northern Territory Consumer Affairs	Darwin Community Legal Service	North Australian Aboriginal Justice Agency
1800 019 319 consumeraffairs.nt.gov.au	(08) 8982 1111 dcls.org.au/tenants-advice	(08) 8982 5100 naaja.org.au