

Damages to public housing caused by crime

Any damage to your home caused because of a crime needs to be reported as soon as possible to the NT Police on 131 444. In the case of an emergency always dial 000.

Examples of damages caused by a crime include break-ins, graffiti and other intentional property damage.

You will need to provide a case summary report to your local Housing office to help the Department assess the damage. You can get this report from the NT Police.

How do I get a case summary report?

When an incident occurs you must report it to the NT Police as soon as possible by either visiting a police station or calling 131 444.

The NT Police will then give you a PROMIS number that you will need to be able to collect a case summary report.

You will also need to provide photo identification (for example a driver's licence). The NT Police will not release any information unless you provide identification.

Who can get a case summary report?

Only the person who made the complaint or reported the incident to the NT Police is able to obtain the case summary report.

Will I have to pay for a case summary report?

No, a case summary report from the NT Police should not cost you anything.

What happens if I don't get a case summary report?

If you are unable to get a case summary report, you may be responsible for the damage. Refer to the Damage to your public housing home fact sheet for more information.

What if it is related to domestic and family violence?

The Department will repair damage at no cost to you if you are a victim of an act of violence under the *Domestic and Family Violence Act 2007*.

It is not mandatory that a case summary report be provided, however, it will assist with the prompt assessment of damage. Discretion regarding the acceptance of supporting documentation can be applied under the Discretionary Decision Making policy.

Who can I contact for help to get a case summary report?

You can contact the Legal and Freedom of Information Unit if you need help to get a case summary report. Please call (08) 8999 8490, or email: infoact.tfhc@nt.gov.au.

Where can I get more information?

To find out more, visit the website nt.gov.au or contact your local Housing office:

Alice Springs	(08) 8951 5344
Arafura Region	(08) 8995 5122
Greater Darwin	(08) 8999 8814
Katherine	(08) 8973 8513
Nhulunbuy	(08) 8987 0533
Palmerston	(08) 8999 4767
Tennant Creek	(08) 8962 4497