

**Fact sheet**

July 2011

# Roles and Responsibilities Community Housing



**What is community housing?**

*Community housing* is a part of the social housing system. Community housing is one of the three ways social housing is provided in NSW, the others are ‘public housing’ and ‘Aboriginal housing’.

**What are community housing providers?**

Community housing providers (which can be referred to as community housing organisations or a type of social housing provider) are either non-government (eg. housing associations, housing co-operatives or faith-based organisations) or local

government organisations that are independent of NSW government. Registered community housing providers may receive assistance from Housing NSW to provide affordable rental housing to people on low to moderate incomes, and people with special needs. For the purpose of explaining community housing complaints, issues and appeals, this Fact Sheet will refer to all of these types of organisations as ‘community housing providers’.

**How will the information in the fact sheet assist me?**

The information in this fact sheet will assist you in understanding the roles and responsibilities of organisations

that might be able to assist you resolving a community housing related complaint, issue or appeal.

**How can I raise a concern that relates to community housing?**

The first step, particularly if your concern is about an individual community housing tenancy or application, is to talk or write to the relevant community housing provider.

If you would like to know how your complaint or appeal will be dealt with, you can ask the community housing provider for this information.

Organisation	Role & Responsibility	Contact
<ul style="list-style-type: none"> <li>Community Housing Provider</li> </ul>	<ul style="list-style-type: none"> <li>Organisations that are either non-government, local government or religious organisations, who may receive assistance from Housing NSW to provide community housing.</li> <li>Manage tenancy agreements for social and affordable housing under the Residential Tenancy Act 2010 and/or management agreements covering boarders and lodgers for crisis accommodation.</li> <li>Manage complaints/issues in connection with tenancy agreements managed by or applications lodged with the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>You can find a list of <a href="#">community housing providers contact details</a> by going to <a href="http://www.communityhousing.org.au">www.communityhousing.org.au</a> or you can telephone the NSW federation of Housing Association on 02 9281 7144.</li> <li>If the community housing provider you searching for is not on this list please refer to the internet or white pages for contact details.</li> </ul>

**Are there any other organisations that can help me?**

Apart from the community housing providers, there are a number of other organisations that may be able help you to solve your community housing related concern.



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Organisation	Role & Responsibility	Contact
Housing Appeals Committee	<ul style="list-style-type: none"> <li>On application, provides an independent review of social housing provider decisions and makes recommendations to a social housing provider based upon that review.</li> <li>Independent of government departments, reporting directly to the Minister for Family and Community Services.</li> </ul>	<p>Free call: 1800 629 794</p> <p>For further information and other contact details see <a href="http://www.hac.nsw.gov.au">www.hac.nsw.gov.au</a></p>
Consumer, Trader and Tenancy Tribunal	<ul style="list-style-type: none"> <li>Resolves disputes between tenants (including community housing tenants) and landlords. Tries to assist parties to solve the problem themselves.</li> <li>Can make enforceable orders that are legally binding and must be obeyed.</li> </ul>	<p>Information and enquiries - 1300 135 399 (cost of a local call)</p> <p>For further information and other contact details see <a href="http://www.cttt.nsw.gov.au">www.cttt.nsw.gov.au</a></p>
Community Justice Centres	<ul style="list-style-type: none"> <li>Provides free mediation and conflict management services for people in dispute.</li> <li>Assists people to reach agreement through mediation.</li> <li>This service is available to people in dispute relating to community housing issues or complaints.</li> </ul>	<p>Free call: 1800 990 777</p> <p>For further information and other contact details see <a href="http://www.cjc.nsw.gov.au">www.cjc.nsw.gov.au</a></p>
NSW Federation of Housing Associations	<ul style="list-style-type: none"> <li>Is the Peak industry body for Housing Associations in NSW.</li> <li>Can investigate complaints if the Housing Association is a signatory to the Housing Providers Code of Practice.</li> </ul>	<p>Phone: 02 9281 7144</p> <p>For further information on the Code of Practice and other contact details see <a href="http://www.communityhousing.org.au">www.communityhousing.org.au</a></p>
Tenants Advice and Advocacy Services	<ul style="list-style-type: none"> <li>Provides free, independent information, advice and advocacy to tenants (including community housing tenants) throughout New South Wales.</li> <li>Assists tenants in navigating the resolution pathways in relation to tenancy issues and complaints.</li> </ul>	<p>For your local Tenants Advice and Advocacy Service go to <a href="http://www.tenants.org.au">www.tenants.org.au</a> and use the 'Find your local service' search engine on the home page.</p>



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Organisation	Role & Responsibility	Contact
<p>Australian Investment and Securities Commission (ASIC)</p>	<ul style="list-style-type: none"> <li>• Australia’s corporate, markets and financial services regulator.</li> <li>• An independent Commonwealth Government body set up under legislation.</li> <li>• ASIC deals with organisations that are registered as companies and can investigate complaints about governance, misconduct or illegal activity such as:                             <ul style="list-style-type: none"> <li>- how company directors and officers manage their companies</li> <li>- misleading or deceptive conduct to do with borrowing money, and</li> <li>- a takeover or company restructure.</li> </ul> </li> </ul>	<p>Search the ASIC register to see if the community housing provider organisation is registered with ASIC - see <a href="http://www.asic.gov.au">www.asic.gov.au</a>. If the organisation is not listed then it is likely to fall within the regulatory responsibility of the <a href="#">Registry of NSW Co-operatives and Associations</a>.</p> <p>ASIC telephone: 1300 300 630 (cost of a local call)</p>
<p>NSW Registry of Co-operatives and Associations</p>	<ul style="list-style-type: none"> <li>• Part of the Office of Fair Trading and regulates co-operatives and associations in NSW.</li> <li>• If the community housing provider is registered with the Registry as an incorporated association or a co-operative, the Registry may be able to investigate the complaint/issue if it relates to the legislative requirements regulated by the Registry.</li> <li>• Complaints can be made to the Registry around concerns such as governance, misconduct or illegal activity of a registered organisation.</li> </ul>	<p>Free Call: 1800 502 042</p> <p>For further information and other contact details see <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a> and follow the links to the Registry.</p>



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Organisation	Role & Responsibility	Contact
Registrar of Community Housing	<ul style="list-style-type: none"> <li>Responsible for the registration and regulation of community housing providers in NSW.</li> <li>Administers a regulatory code under the Housing Regulation 2009 and an amendment to the Housing Act 2001 (NSW).</li> <li>The Registrar reports directly to the Minister for Family and Community Services and registers community housing providers independently of Housing NSW.</li> <li>The Registrar investigates complaints that raise concerns about a registered community housing provider's compliance with the Regulatory Code.</li> </ul>	<p>Free Call 1800 330 940</p> <p>For further information and contact details see <a href="http://www.rch.nsw.gov.au">www.rch.nsw.gov.au</a></p>
Community Housing Division, Housing NSW	<ul style="list-style-type: none"> <li>The primary contract and relationship manager for community housing providers in NSW.</li> <li>Responsible for setting strategy and policy for developing, funding and monitoring community housing.</li> </ul>	<p>Telephone (02) 8753 8280</p> <p>For further information and contact details see <a href="http://www.housing.nsw.gov.au">www.housing.nsw.gov.au</a> and click the link to the Community Housing Division.</p>

## Further information

[Community Housing Division Complaints, Issues and Appeals Management Framework](#)

[Complaints, Issues and Appeals Management Referral Map](#)

Fact Sheet – [Roles and Responsibilities](#)

Fact Sheet – [Community Housing Related Complaints – General](#)

Fact Sheet – [Tenant of Community Housing – Complaints and Appeals](#)

Fact Sheet – [Applicant of Community Housing – Complaints and Appeals](#)

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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.