



GOVERNMENT REGIONAL OFFICERS' HOUSING (GROH) TENANT APPEALS AND FEEDBACK OPTIONS

The Department of Communities (Communities), through the GROH Program, is committed to providing consistent standards of service that aim to meet GROH tenants' expectations. This includes a clear and easily accessible method for GROH tenants and for client agencies to lodge appeals against decisions or to provide feedback where problems or issues arise and/or have yet to be resolved.

1. GROH Tenants' Feedback

GROH tenants' feedback typically takes one of three forms:

1.1. Appeals

Communities has in place an appeal process that GROH tenants can use to appeal decisions unfavourable to their case.

Communities' website contains more information about [the GROH appeals process](#), including: what can and cannot be appealed; types of appeal; how appeals are submitted; how these are assessed; and how long it takes to make an assessment. The following links contain more information about the GROH appeal process:

[Housing Appeals Mechanism Policy](#);

[Housing Appeals Brochure](#); and

[Housing Appeals Form](#).

1.2. Customer Feedback

Client agencies and tenants can provide compliments, complaints or suggestions using an online form via the Communities website. The form will then be received in the Customer Feedback inbox. All feedback will be assessed and considered by Communities with a view to continually improving the GROH Program. (see [Customer Feedback Form](#)).

Client agencies and tenants can also contact the Customer Feedback and Complaints System Coordinator directly on telephone 1800 257 677. All feedback and complaints will be acknowledged and a response provided within ten working days

1.3. Maintenance Issues

Maintenance is a routine part of managing a property and Communities retains maintenance contractors to keep its properties in working order.

All maintenance requests or concerns, including any follow-up, should be reported through Housing Direct on 1300 137 677 or by using the [Maintenance Request Form](#).

Communities has also established a dedicated mailbox for GROH tenants to use in instances where a request for maintenance has been logged and is overdue or when tenants are not satisfied with the maintenance service provided. Emails received at the address below will be investigated and a response provided.

GROHescalationmaintenance.housing@housing.wa.gov.au

2. Contacts

The following link to the Communities' website provides information on contact telephone numbers and email addresses for [Communities' Offices around Western Australia](#).

The list in Attachment A, provides guidelines on who GROH tenants should contact about various issues (also available on Communities website).

3. Further Information

Further information for GROH tenants or applicants is available on the Current Tenants – Government Employee Housing page of the Communities website (housing.wa.gov.au) and in the [GROH Tenant Handbook](#).

Attachment A

Housing issue	Who to contact?
Allocation of properties	Your agency
Caring for your home and garden	Local Housing office
Eligibility	Your agency
Furniture - provision	Your agency
Furniture - repair or replacement	Housing Direct 1300 137 677
Inspections and Property Condition Reports	Local Housing office
Key return	Local Housing office
Maintenance	Housing Direct 1300 137 677
Notice to vacate (complete Notice of Intention to Vacate form)	Local Housing office and your agency
Pets and pests	Local Housing office
Purchasing your GROH home	Sales Officer 9440 2280
Rent	Your agency
Shared tenancies	Your agency
Subsidies (e.g. Home ownership and air conditioning)	Your agency
Tenant liability	Local Housing office
Utilities and services	Local service providers and/or Local Housing office