YOUR HOUSING NSW REPAIRS DIARY

Your name _____

Your address _____

_____ Postcode _____

What is the problem? _____

_____

_____

How does it affect your life? _____

_____

Date the problem started? _____ / _____ / _____

Date you told Housing NSW? _____ / _____ / _____

How did you tell Housing NSW?
☐ Letter   ☐ Email
☐ Phone call   ☐ In person

Name of HNSW worker you spoke to _____

When did they say they would look at the problem? _____ / _____ / _____

How long did they say it could take to be fixed? _____

Types of repairs

Urgent repairs: are repairs needed to ensure gas, electricity or water supply, to deal with the failure of cooking facilities or hot water, serious leaks, breakdowns that make the premises insecure, matters that could lead to an urgent health or safety risk
Non-urgent: repairs are those which while important, do not have to be attended to immediately
Scheduled maintenance refers to things like replacing carpets or repainting, unless the breakdown or these items has led to serious safety concerns

Important phone numbers

Housing NSW Contact Centre Hotline:
1300 HOUSING (1300 468 746)
Housing NSW Sussex Street office:
9268 3444
Housing NSW Waterloo office:
9310 8666
Housing NSW Surry Hills office:
9319 9333
Housing NSW Maroubra office:
9314 4056
ISTAAS Number:
9698 5975

Outline of discussions

Use this table below to keep a record of your conversations with Housing NSW. This includes dates you rang the Housing NSW Hotline, who you spoke to, what they said, or times that no one answered your call.

Date of call	Time	Name of the person you spoke to	What happened? Or, if your call was not answered, why (e.g. was the number busy)?

Other evidence

It is a good idea to keep as much evidence as you can about the problem that needs repairing and how it has caused you difficulty, such as:

☐ Photos of the damage or problem   ☐ Copies of all letters that you sent
☐ Copies of letters from Housing NSW   ☐ Quotes of how much it would cost to fix the problem
☐ Receipts for anything you had to spend because of the problem (e.g. take away food if the stove is broken)