



CONTACT LIST



You'll find below contact details for your tenancy:

Property and Tenancy Manager: HAVELOCK HOUSING

For maintenance, alterations request & leasing enquiries, Strata and building requests

Maintenance

Examples:

- ◆ I need to report a water leak
- ◆ My dishwasher is not working
- ◆ My assistive technology is not working
- ◆ I have a modification request e.g., wall mounted tv
- ◆ I have a customisation request e.g., installing a ceiling hoist
- ◆ I need to report property damage

Phone : Havelock Housing 6257 2277 office business hours (9am-5pm Mon-Fri)

Email : David - davidr@havelock.org.au, Jorge - jorgeg@havelock.org.au

Leasing

Examples:

- ◆ I have a question about my rent
- ◆ I have a question about my water bill
- ◆ I would like to apply for an additional person to live with me
- ◆ I would like to move out and want to give notice
- ◆ I would like to apply to have a pet in my property

Phone : Havelock Housing 6257 2277 office business hours (9am-5pm Mon-Fri)

Email : David - davidr@havelock.org.au, Jorge - jorgeg@havelock.org.au

Property and Tenancy Manager

After hours contact details:

Afterhours Havelock Housing on call 0412 610 778 (outside of business hours)

How to make a complaint?

Please email Tim or Kylie:

CEO Tim Sunwoo - tims@havelock.org.au

Head of Tenancy, Kylie Wilson - kyliew@havelock.asn.au

SDA provider & Tenancy Support Summer Housing

Tenancy support and enquiries

Examples of questions:

- ◆ **I would like to ask about other Summer Housing properties**
- ◆ **I am not satisfied with the support provided by the Property and Tenancy Manager or the Concierge Provider**
- ◆ **I have a question that cannot be answered by the Property and Tenancy Manager or the Concierge Provider**

Contact name : Jennifer Merriman

Phone : 0456 110 160

Email : jennifer.merriman@summerhousing.org.au

**Onsite (concierge) shared support provider:
NATIONAL COMMUNITY CARE**

Onsite support, support needs and roster of care

Concierge- for unplanned support needs when my 1:1 provider is not with me.

Examples:

- **I need immediate emergency support, including evacuation**
- **I have a guest arriving unexpectedly and need support getting into my wheelchair**
- **I forgot to take my medication and need support to take it**
- **I need to reach an item stored in a high cupboard**
- **My 1:1 support staff did not show up to their shift and I need support to call my provider to organise another support worker. I also need someone to make me feel comfortable until they arrive**

Phone : 0447 128 022

Email : care@nationalcommunitycare.com.au

Unit location : Dusk 505

Planned 1:1 Support Provider

Examples:

- ♦ **I have a question about my roster**
- ♦ **I would like to discuss my planned support needs**
- ♦ **I need to change my scheduled supports**

Your support coordinator can assist you with this or you can contact your core support provider directly

Support Coordinator

Examples:

- ♦ **I have a question about my NDIS plan**
- ♦ **I would like to change my 1:1 support provider**
- ♦ **I would like to discuss my NDIS goals**
- ♦ **I have a question about another NDIS related support**

Your support coordinator or phone the NDIS on 1800 800 110 or email enquiries@ndis.gov.au

Building Management

Contact Building management if:

- You have a question about planned building maintenance
- You have a question about booking a communal space
- You have a question about a strata notice on the community notice board

Phone: Vantage Strata 1800 878 728, Dusk building manager Paras Sharma 0467 770 007

Email: paras.sharma@vantagestrata.com.au, reception@vantagestrata.com.au

My utility providers

Electricity : You may choose any provider but please check with Vantage Strata if you are unable to go with your preferred provider.

Gas : Gas hot water, please check with Vantage Strata if you are unable to go with your preferred provider.

Water : Gas hot water (see above)

Internet : iinet is the preferred provider at Dusk as directed by Vantage Strata

Emergency

Police / Fire / Ambulance

Phone : 000

Local police station: 6256 7777

Summer Housing: How to make a complaint?

Summer Housing believes that our tenants and stakeholders have the right to complain and appeal decisions, without experiencing disadvantage or penalty in doing so.

We encourage our tenants and stakeholders to submit complaints and appeals as we will use all outcomes and learnings from these processes in our continuous improvement approach to service delivery.

Complaints can be made via a communication method that best meets your needs, including; in person, via phone, email or text or submitting a complaints form.

For additional information on our complaints policy or to access a copy of our complaints form please visit our website: <https://summerhousing.org.au/feedback-and-complaints/>

To speak to someone at Summer Housing, please call (03) 9916 7939 or contact your Tenancy Support Officer:

Name: Jennifer Merriman

Phone: 0456 110 160

Email: jennifer.merriman@summerhousing.org.au



SUMMER
HOUSING