



Housing ACT Fact Sheet

Contacting Housing ACT

Housing ACT Applicant Services Centre

Housing ACT, Applicant Services Centre is located at Nature Conservation House, Corner of Emu Bank and Benjamin Way Belconnen.

Clients may attend the Applicant Services Centre to access information regarding Housing ACT services, to apply for public housing or rental bond loan assistance in the ACT. A courtesy telephone is available for maintenance issues

Contacting Housing ACT

Clients may contact Housing ACT by phoning **13 DHCS (133 427)**. Your call will be answered by a client service professional, who will ascertain the appropriate person to assist with your enquiry. Your call will then be transferred to the appropriate area within Housing ACT.

A free Housing ACT courtesy telephone is installed at the Tuggeranong Canberra Connect Shopfront and within the City and Phillip Health Centres.

You should continue to call 6207 1500 for any Housing ACT maintenance issues (24 hours, 7 days a week). For all other Housing ACT enquiries please call 133 427.

You may also continue to contact your Housing Manager or Client Service Officers directly regarding tenancy matters. If you do not know these direct numbers, you can receive assistance by telephoning 133 427.

Writing to Housing ACT

Applications for assistance, rental rebate forms and general correspondence may be posted to Housing ACT:

**Housing ACT
Locked Bag 3000
Belconnen ACT 2617**

A courtesy **Housing ACT mailbox** is located within the Tuggeranong Canberra Connect Shopfront and the City and Phillip Health Centres. Clients are able to submit applications for housing assistance, rent rebate renewals and general correspondence for Housing ACT through this service.

Housing ACT will provide reply paid envelopes to clients for the renewal of rent rebate applications.

Housing ACT Outreach

Housing ACT staff will continue to meet with clients in their homes, the Applicant Service Centre or other suitable venues by arrangement. Clients wishing to arrange a meeting with their Housing Manager or Applicant Support Officer should contact Housing ACT on **13 DHCS (133 427)**.

Further Information

For more information, telephone 133 427, or visit the Applicant Services Centre

Applicant Services Centre

Nature Conservation House
Cnr Emu Bank & Benjamin Way
Belconnen Town Centre
(Open 9:00am to 5:00pm Mon to Fri)

ENGLISH	If you need interpreting help, telephone:
ARABIC	إذا احتجت مساعدة في الترجمة الشفوية - إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助, 请打电话:
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefonirajte.
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümanla iltiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE
131 450**

Canberra and District - 24 hours a day, 7 days a week