



## Housing ACT Fact Sheet

### Gateway Services

#### Where is it?

Housing ACT's Gateway Services is located at:

Ground Floor  
Nature Conservation House  
Cnr Benjamin Way & Emu Bank  
BELCONNEN ACT 2617.

(See map over page)

Clients may attend Gateway Services to access information regarding Housing ACT services. A courtesy telephone is also available for maintenance issues.

#### Services available to new clients include:

- Registration for public rental housing assistance
- Rental Bond Loans to help pay bond in private rental market.
- Community Based Referrals

#### Services available to tenants include:

- Registration for Transfer
- Tenancy Matters
- Rental Rebates Applications
- Community Based Referrals
- Mutual Exchange
- Free Maintenance Hotline
- Sale to Tenant Program

#### If you require a personal interview:

- If you require assistance completing your application for housing or you would prefer to discuss your situation in person you can request an interview with an assessing officer.

Depending on the complexity of your situation Housing ACT may also request that you attend an interview. You may wish to bring a support person with you to the interview

- Joint applicants are required to attend the interview.
- We may ask you for additional information and we will give you information regarding other services that may be able to assist you.

#### Desk-based assessment:

- Collect an application kit from Gateway Services, or you can arrange for it to be sent to you
- Read all the information provided in the kit before lodging your application, and include a telephone contact number
- Include all necessary documents with your application,
- You can then mail your application to Housing ACT or hand deliver to Gateway Services.
- We also have internal mail boxes located for your convenience at:  
**The City Health Centre, Moore Street, Canberra City; or**  
**The Tuggeranong Canberra Connect Shopfront, Homeworld Centre Tuggeranong.**
- Once your application is received, you will be contacted and interviewed over the telephone by an experienced assessing officer
- The officer will also provide you with information about other housing services.

#### Contact

**General Enquiries: 6207 1150**

**Fax: 6207 1148**

**Address: Locked Bag 3000  
BELCONNEN ACT 2617; or**

**153 Emu Bank  
BELCONNEN ACT 2617**

