

Hume Housing welcomes feedback about our services and the way in which they are delivered. Any complaint received helps us to improve the service we provide to our customers. We also like to know if you think we have done a good job and welcome compliments about our staff or programs.

Feedback can be given: over the phone, in person, through our website: [humehousing.com.au](http://humehousing.com.au), by email: [hume@humehousing.com.au](mailto:hume@humehousing.com.au) and also by completing this form and returning it to one of our offices.

## Personal Information

Name	
Address	
Email Address	
Phone Number	Tenant Code

## I Am *(Please select all that apply)*

- |  |   |
|--|---|
| <input type="checkbox"/> A Hume customer                 | <input type="checkbox"/> A Landlord or Owner                |
| <input type="checkbox"/> Applying for Social Housing     | <input type="checkbox"/> An Agent                           |
| <input type="checkbox"/> Applying for Affordable Housing | <input type="checkbox"/> Tenants Advocate or Support Worker |
| <input type="checkbox"/> A Neighbour                     | <input type="checkbox"/> FACS Representative                |
| <input type="checkbox"/> An MP Representative            | <input type="checkbox"/> Other                              |

## What would you like to give us feedback about? *(Please select all that apply)*

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Service                    | <input type="checkbox"/> Repairs and Maintenance       |
| <input type="checkbox"/> Your rent account or subsidy review | <input type="checkbox"/> Problems with your neighbours |
| <input type="checkbox"/> A contractor who came to your home  | <input type="checkbox"/> An application for housing    |
| <input type="checkbox"/> A Hume policy                       | <input type="checkbox"/> An event we held              |



**Please provide as much details as possible to help us with following up on your feedback**  
*(If you need more space turn over):*



Which staff member(s) have you been speaking with?

Name(s):

None:

What outcome (if any) would you like to see happen?

Thank you - your feedback will now be recorded in our system.

How would you like to be contacted?

Phone

Email

Letter

When we contact you, would you like us to use an Interpreter?

No

Yes

Language Spoken?

Is there any other assistance required?

For more information on our **Complaints and Appeals Process** please visit our website at [www.humehousing.com.au](http://www.humehousing.com.au)

Name

Signature of person providing feedback

Date



### Privacy Policy

Your privacy is important to us. To be able to provide our support and accommodation services, we collect, hold and use some personal information under the guidelines of the Privacy Act 1988. You can read more about the information we collect and how we protect it in our Privacy Policy.

### Contact Us

02 9722 4300

[hume@humehousing.com.au](mailto:hume@humehousing.com.au)

[humehousing.com.au](http://humehousing.com.au)

Determined to  
**SUCCEED**

Creators of  
**CONNECTIVITY**

Builders of  
**RESILIENCE**

Champions of  
**CHANGE**

