



Housing Information, Advice & Assistance

The Shelter SA [website and mobile phone app Pickle](#) will show you the nearest service that may be able to help you if you require assistance, including a housing crisis.

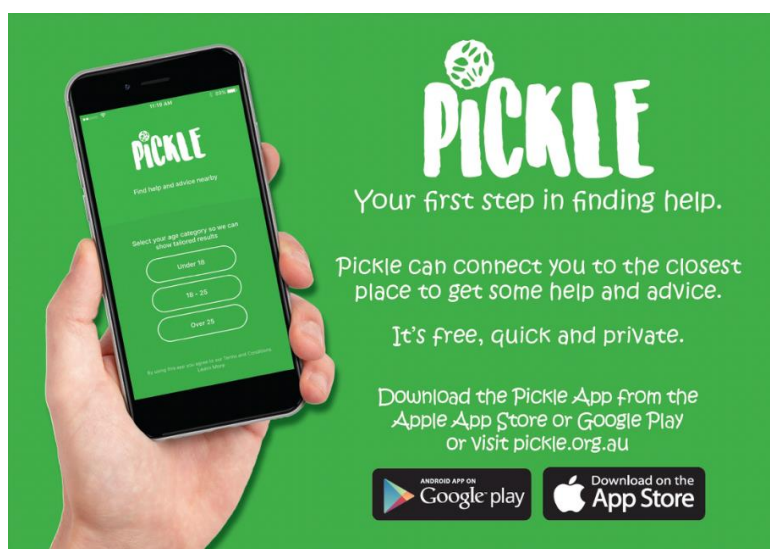
[Consumer and Business Services](#) – provides online and phone information and advice about renting and residential tenancy forms for landlords and tenants.

[Rent Right SA](#) provides free renter information, advice and advocacy including maintaining tenancies and assisting with housing options.

[South Australian Civil and Appeals Tribunal](#) hears disputes between renters and landlords/property managers.

[South Australian Housing Authority](#) provides public housing, private rental assistance (bond guarantee and rent to eligible applicants) and a range of other services including where to seek help with domestic violence, rough sleeping, crisis services and other useful contacts.

[Housing Safety Authority](#) provides information and assistance to any renters who are living in substandard or unsafe dwellings and works with landlords and real estate agents to remedy problems.



You can access your public housing information through [Housing Connect](#) but you will need a computer, smartphone or tablet with an internet connection. You can check payments, update contact and household details, request repairs and end tenancies.

Repairs and Maintenance

Some repairs are considered urgent and some are not and you can [request repairs and maintenance to your public housing property](#) online or by telephone. You can also read the [Housing Authority's maintenance policy](#). For community housing and private rentals contact your landlord or real estate agent to request repairs and maintenance. If repairs and maintenance are not carried out to a satisfactory standard you can contact Consumer and Business Services or Rent Right SA. If your property is unsafe, please contact the Housing Safety Authority (links above).

Complaints & Feedback

Real estate agents, public housing authorities and community housing organisations should have complaints or feedback policies and procedures. If you have a complaint or feedback about your tenancy you should first speak with the landlord, property manager or tenancy officer. It is advisable to communicate by email to ensure you have a written record of your contact with them. If the matter is a complaint you should **clearly outline what outcome you are seeking**. If a complaint cannot be resolved and you are speaking with an employee, you can ask to speak with their supervisor or manager. If the complaint is not resolved you may wish to contact the Chief Executive Officer.



- You can contact the [South Australian Housing Authority](#) or [find a community housing provider in this listing](#).
- [Consumer and Business Services](#) provide online and phone information and advice about renting.
- The [Ombudsman](#) can receive complaints about government services and departments.
- You can contact the office of [Minister Lensink](#) – to escalate complaints about homelessness services, public and community housing and housing safety matters.
- You can contact the office of [Minister Chapman](#) – to escalate complaints about private rental properties.

Residential Tenancy Bonds

There are thousands of unclaimed tenancy bonds and guarantees in South Australia and you can [search for your bond online through Consumer and Business Services](#).

Homelessness

The access point to the homelessness system is [Homeless Connect SA](#) free call 1800 300 308. All people seeking housing are encouraged to apply for public and community housing or if they are already an applicant to ensure their contact details are up to date. You can explore [specialist homelessness service providers](#) listing to find a service near you.

[Affordable SA](#) provide information about emergency assistance, finances and other services.

[Rooming House information is available here](#) and from Consumer and Business Services.