

Changes to F19 Inspection Notices

Frequently Asked Questions

Q: I preferred receiving my inspection notice in the mail. Do I have to receive it electronically now?

A: Yes. To keep up with our technological world, we are moving our processes online. But this is a positive thing and brings many benefits:

- Easier for you to contact us;
- Notified of inspection sooner;
- No dealing with messy paper.

Q: Is there anything I need to do to prepare for this change?

A: No. If we have your email address and phone number on our system, we will send you the notification online. Simply keep an eye out for your inspection notice coming through via one of these ways.

Q: What will the SMS notification look like?

A: The SMS notification will contain a link to your F19 inspection notice. This is to ensure we are complying with legal obligations.

Q: I don't have any email address, what does this mean for me?

A: If we do not have an email address for you on our system, you will then receive a notification via SMS or through the postage service.

Q: I'm not sure if my contact details are up to date, who should I speak to about this?

A: To update your contact details, please contact your Housing Coordinator or email communications@foundationhousing.org.au.

For any questions or for more information, please contact your Housing Coordinator or email communications@foundationhousing.org.au.