

## Important Notice:

# Our F19 Inspection Notices are going online!

Please be advised that as of January 2024, Foundation Housing will no longer be sending you an F19 Inspection Notice via the mail. Instead, we will be sending notices via email and SMS notification.

This is to streamline our communications, increase business efficiencies and be more environmentally friendly.

If we have your email address on our system, you will not be required to do anything. Simply keep an eye out on your email inbox and text messages to receive your inspection notice.

If you do not have an email address, we will continue to notify you via the postage service and SMS notification containing a link to your notice.

## FAQ

### 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
- Postage services are reducing their delivery days
- Opens new means for various forms of communication as we improve our systems
- No dealing with messy paper

**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: 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: 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](mailto:communications@foundationhousing.org.au).

**For any questions or for more information, please contact your Housing Coordinator or email [communications@foundationhousing.org.au](mailto:communications@foundationhousing.org.au).**