

Authority for Use of Information

ABOUT THIS FORM

This form explains how Salvation Army Housing Victoria (SAHV) will use the information of the complaint you provide against a SAHV tenant. Please read through the form. If you have any questions at all, please call the SAHV to discuss further. If you agree and understand how SAHV may use your information, please complete and sign this form and return to our office with your attached complaint.

NB: Please note that in order for SAHV to resolve the issues you are facing with our tenant, we require your authority to use the evidence you will provide. If you do not agree to the below conditions, SAHV will not be able to work towards a formal resolution.

Your Name	
Your Contact Number	
Your Address	

This information is in relation to property address:

--

Please tick the box which best describes the format of the information you are providing:

Written
 Audio Recording
 Video Recording
 Other – please specify: _____

Details of your complaint may be used for the following purposes:

- Serving a 'Breach of Duty Notice' to the tenant for not complying with tenancy agreement
- As evidence at the Victorian Civil and Administrative Tribunal (VCAT)* if required
- SAHV tenants can request to see complaints made against them. SAHV will take all reasonable steps to ensure that your anonymity is protected and will endeavour not to disclose your identity while providing this information. Please note that if the matter ends up at VCAT, your identity will be disclosed to the VCAT member who will be hearing the case. In doing so, your identity will become known to the tenant that you are lodging the complaint against.

AUTHORISATION:

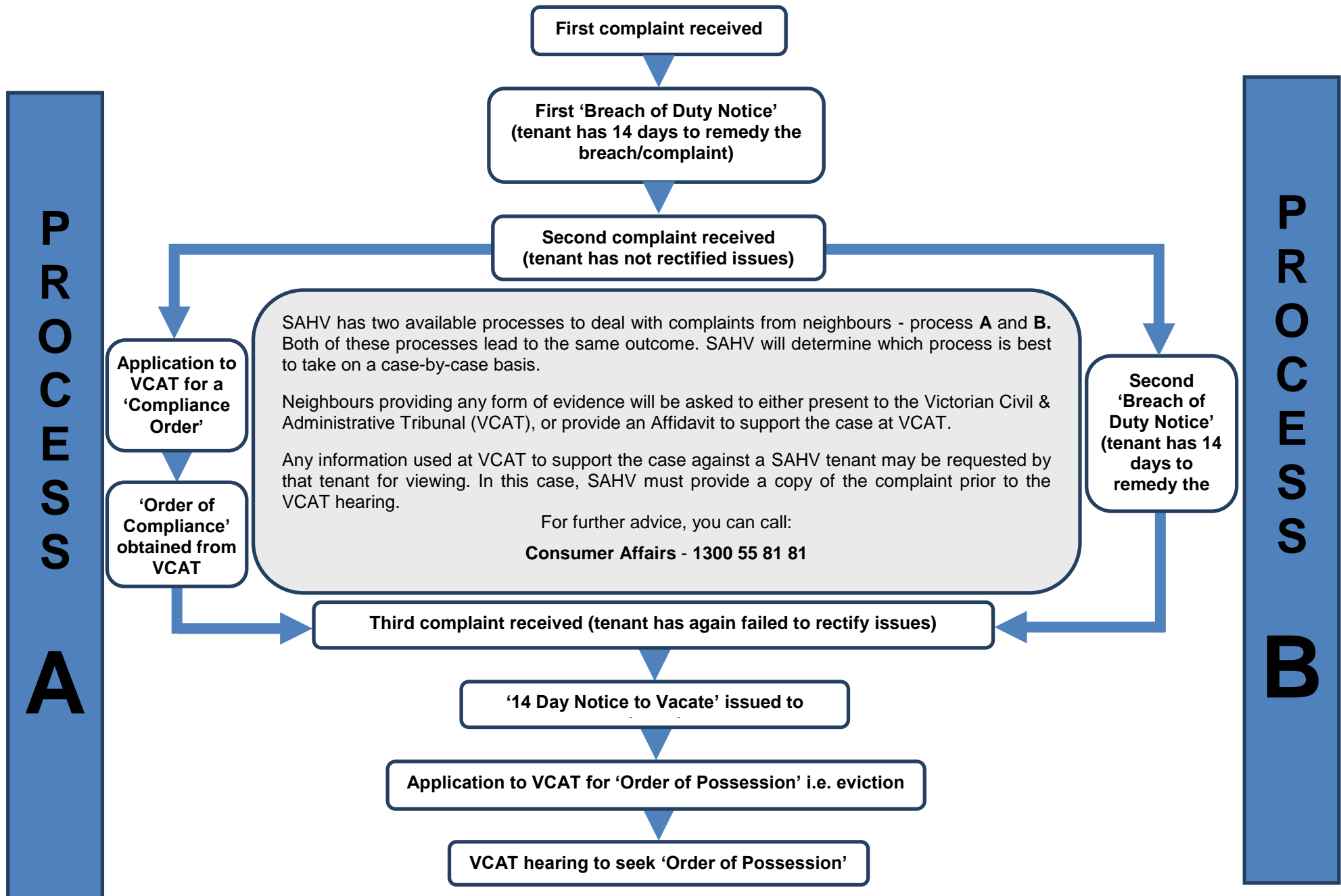
I agree with the above conditions and understand that the evidence I provide may be disclosed to the tenant, and that this information may also be used as evidence at a hearing should the matter end up at VCAT. I also understand that if the matter does end up at VCAT, my identity may become known to the tenant I am lodging the complaint against.

Signed: _____ / /

* The Victorian Civil and Administrative Tribunal (VCAT) is an independent tribunal who hear various cases between disputing parties, including tenancy issues and disputes between neighbours. VCAT make decisions within the law as set out in the Residential Tenancy Act 1997. All decisions made are legally binding.

Authority for Use of Information

Information Sheet for Residents Making Complaints about SAHV Tenants – Breach & ‘VCAT’ Process



Authority for Use of Information

SAHV COMPLAINTS LOG

Details of person lodging complaint:

Name: _____

Contact Number: _____

Address: _____

Date Incident Occurred	Time Incident Started	Time Incident Ended	Were the police called?	Did the police attend?	What Occurred?
			Yes / No	Yes / No	
			Yes / No	Yes / No	
			Yes / No	Yes / No	



Authority for Use of Information

Date Incident Occurred	Time Incident Started	Time Incident Ended	Were the police called?	Did the police attend?	What Occurred?
			Yes / No	Yes / No	
			Yes / No	Yes / No	
			Yes / No	Yes / No	
			Yes / No	Yes / No	
			Yes / No	Yes / No	