

WHO TO CONTACT – FOR SUPPORT OR ISSUES

TYPE of QUERY	URGENT REPAIRS		General query response time will be within two working days			ACCOUNTS	
	Will be completed within 24 hours of request		CO-OP Development + Training	PROPERTY	TENANCY + MAINTENANCE	<ul style="list-style-type: none"> - Book keeping - Co-op rent review - Confirm eligibility - Audit services - Compliance - Co-op rebates 	Rent + bills paid to CEHL
WHO TO CONTACT	CERC Member	CMC + VicWide Tenancy	Your Co-op Development Co-ordinator	Your Co-op Property Officer	CERC TENANCY - your Co-op Rents Officer, Treasurer or Secretary CERC MAINTENANCE - Maintenance Director CMC's + VicWide – your Tenancy Co-ordinator or Maintenance at CEHL	Your Co-op Finance Officer	Vatsalya Bohra 9208 0814 accounts@cehl.com.au
	Your CERC Maintenance Director	CEHL BH: 9208 0800 After Hours 0417 102 414					

Concerned about a response or service you receive? Raise the issue with . . .	RAISE ISSUE with . . .	Jenni Dwyer Co-op Development Team Leader 9208 0839 jenni@cehl.com.au OR 9208 0856 karen@cehl.com.au Karen Fixsen Co-op Development Team Leader	Charmaine White Asset Services Team Leader 9208 0867 charmaine@cehl.com.au	<u>CMC + VicWide MAINTENANCE</u> Narelle Cook Maintenance Team Leader 9208 0841 narelle@cehl.com.au	<u>CMC + VicWide TENANCY</u> Melissa Pope Housing Services Team Leader 9208 0850 melissa@cehl.com.au	Aimie Meier Finance Team Leader 9208 0804 aimie@cehl.com.au
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Issue still not resolved? Contact the Manager . . .	RAISE ISSUE	Darina Seal Co-op Development & Strategy Manager 9208 0805 darina@cehl.com.au	Meg George Asset Manager 9208 0864 meg.g@cehl.com.au	<u>CMC + VicWide MAINTENANCE</u> Meg George Asset Manager 9208 0864 meg.g@cehl.com.au	<u>CMC + VicWide TENANCY</u> Ruth Pearse Housing Services, Manager 9208 0849 ruth@cehl.com.au	Timothy Dart Finance Manager 9208 0800 timothy@cehl.com.au
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