

## WHO TO CONTACT at CEHL – for support and to resolve issues

We aim to acknowledge every contact within 2 working days.

CEHL team members are often out of the office, working with co-ops or may not be able to answer or return a call immediately.

Please leave a phone message or email with your details, a description of the query and when best to contact you.

		1st Who to contact . . .	2nd Concerned about a response, raise with . . .	3rd Issue still not resolved? contact . . .
<b>ALL CO-OPS</b>	<b>CO-OP DEVELOPMENT &amp; TRAINING</b>	CEHL Co-op Development Co-ordinator	CEHL Co-op Development Team Leaders Karen 9208 0856 <a href="mailto:karen@cehl.com.au">karen@cehl.com.au</a> or Melissa P 9208 0850 <a href="mailto:melissa@cehl.com.au">melissa@cehl.com.au</a>	CEHL Manager, Co-op Development & Strategy Darina 9208 0805 <a href="mailto:darina@cehl.com.au">darina@cehl.com.au</a>
	<b>ACCOUNTS</b> Audit, Book keeping, Compliance, Eligibility, Rent Review, Rebates	CEHL Finance Officer <a href="mailto:finserv@cehl.com.au">finserv@cehl.com.au</a>	CEHL Finance Team Leader Tracy 9208 0821 <a href="mailto:tracy@cehl.com.au">tracy@cehl.com.au</a>	CEHL Manager, Finance Timothy 9208 0800 <a href="mailto:timothy@cehl.com.au">timothy@cehl.com.au</a>
	<b>ACCOUNTS</b> Rent & bills paid to CEHL	Chloe 9208 0817 <a href="mailto:accounts@cehl.com.au">accounts@cehl.com.au</a>		
<b>CERC</b>	<b>TENANCY</b>	Your Co-op Rents Officer or Treasurer or Secretary		Who to contact will depend on the issue.  Your <b>Co-op Development Co-ordinator</b> will provide information about landlord and co-op responsibilities and the best way to manage your specific issue.
	<b>URGENT REPAIRS + MAINTENANCE</b>		Your Co-op Board	
	<b>PROPERTY</b> Property inspections, maintenance planning, delivery, 3rd Schedule work	Your Co-op Maintenance Director		
<b>CMC</b>	<b>TENANCY</b>	CEHL Tenancy Co-ordinator	CEHL Housing Services Team Leader Margaret 9208 0863 <a href="mailto:margaret@cehl.com.au">margaret@cehl.com.au</a>	CEHL Manager, Housing Services Ruth 9208 0849 <a href="mailto:ruth@cehl.com.au">ruth@cehl.com.au</a>
	<b>URGENT REPAIRS + MAINTENANCE</b>	CEHL Business Hours 9208 0800  After Hours 0417 102 414	CEHL Maintenance Team Leader Charmaine 9208 0867 <a href="mailto:charmaine@cehl.com.au">charmaine@cehl.com.au</a>	CEHL Manager, Asset Management Meg 9208 0864 <a href="mailto:meg.g@cehl.com.au">meg.g@cehl.com.au</a>
	<b>PROPERTY</b> Property inspections, maintenance planning & delivery, 3rd Schedule work	CEHL Property Officer	CEHL Asset Services Team Leader Leonnice 9208 0824 <a href="mailto:leonnice@cehl.com.au">leonnice@cehl.com.au</a>	