

Service standards

Your contact	Response time
Phone calls	The same business day. In peak times, no later than the following business day.
Emails	Within 2 business days
Appointments	We will be on time or advise you if there is a delay.
Drop in (no appointment)	During advertised hours, within an hour or we will make a suitable time to meet you.
Emergency after hours maintenance	Within 4 hours, the same day. If not an emergency we will call you back the following business day
Complaints	Informal complaints - we will respond within 21 days Formal complaints - we will respond within 14 days

Contact us

Westside Housing Company Ltd.

478 Port Road

West Hindmarsh SA 5007

P 08 8155 6070

admin@westsidehousing.org.au

www.westsidehousing.org.au

Opening hours

Office hours

9:00am to 4:00pm - Monday to Friday

Phone: 08 8155 6070

Emergency maintenance hours

9:00am to 4:00pm - Monday to Friday

All day, Saturday and Sunday

Phone: 08 8155 6070



Housing Services

Westside Housing

Westside provides secure low cost rental housing to people on low incomes who are vulnerable.

Homes are located across the South Australian metropolitan area.

Westside has a longstanding focus in the western and northern suburbs. However, we provide housing from Aldinga in the south across the Adelaide Hills to Andrews Farm in the north.



Types of housing

Community housing

Community housing is one of a number of affordable rental housing options in South Australia.

Westside manages 300 community housing homes for people in immediate financial need. Referrals for these homes are received from a variety of support agencies.

Homelessness supportive housing (Stimulus)

Westside owns 34 homes under this program. These homes accommodate very vulnerable people experiencing homelessness and referrals are received via designated homeless support agencies.

Emergency housing

Westside is not able to provide emergency housing or support for homelessness, but you can get help by calling one of the following:

- If you are homeless or at risk of becoming homeless call 1800 003 308, (freecall from a landline)
- If you are aged between 15 and 25 call 1300 306 046 or 1800 807 364
- If you are escaping domestic or family violence call 1300 782 200 or 1800 800 098

If you want to speak with a particular homelessness service provider you can contact the one in your area. To locate them go to www.sa.gov.au and search on 'Accessing services in crisis situations'.