



# Fact sheet 7) Keeping your personal contact information up to date

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*Black Community Housing Service (QLD) Ltd. (BCHS) is committed to providing accessible and sustainable tenancy management and assistance services. We strive to provide access to affordable housing that will enable Aboriginal and Torres Strait Islander families to position themselves to transition over time into long-term and mainstream housing markets. Providing support and assistance to clients in understanding and meeting their tenancy obligations is a subsequent priority, to support current and future housing, social and economic aspirations for Indigenous individuals and families.*

## Why its important to keep your personal contact details up to date

At the start of your tenancy agreement with BCHS, you will be asked to provide personal contact information.

It is important that if during you tenancy your contact details change (i.e. new phone number) you notify Coulson's Real Estate as soon as possible, so they can update your lease agreement with BCHS.

Ensuring your details are correct is vital in the case of an emergency, or if Coulson's or BCHS need to contact you about an issue to do with your tenancy.

It is your responsibility to provide correct and current information that is needed for you to be contacted.

## What are the steps to take if your contact information changes?

If your personal contact information has changed since the commencement of your lease, you should contact Coulson's Real Estate, who will update your details with them and BCHS.

It is important that you provide your new contact details in full. This can be done either by phone, written letter or email.

## I have further questions

If you have any questions about updating your contact details and the information that you need to provide, please contact Coulson's Real Estate:

Email) [Kerry@coulsonrealestate.com.au](mailto:Kerry@coulsonrealestate.com.au)

Phone) 07 3372 9666

*Note: Other tenancy factsheets are available via the BCHS website ([www.blackcommunityhousingervice.org](http://www.blackcommunityhousingervice.org))*