

[REDACTED] [REDACTED]

From: ElectorateOffice Vaocluse <ElectorateOffice.Vaocluse@parliament.nsw.gov.au>
Sent: Friday, 3 July 2026 10:41 AM
To: andrew.le@homes.nsw.gov.au
Subject: FW: URGENT — life-support property with no power, black mould, entire income wrongfully deducted — [REDACTED] — NCAT 2026/00090755
Attachments: [REDACTED] (1).pdf; [REDACTED] — communication preferences, repairs, refund, safety and outstanding matters (T-file T72405377); Formal complaint and notice — uninhabitable public housing at [REDACTED] and missing keybox (URGENT)

Hi Andrew,

I hope you're doing well.

I'm writing to ask for your assistance regarding a [REDACTED] resident who urgently needs help with a housing matter.

He has advised me that he has contacted both his local Member of Parliament and Minister Rose Jackson's office on numerous occasions but has unfortunately been unable to obtain the assistance he needs.

He is diabetic and currently resides in a social housing property that is registered as a life-support property. However, he has no electricity, and there is significant mould growing throughout the apartment. This presents a serious risk to his health. Without power, he is unable to refrigerate his insulin, and the mould is further impacting his wellbeing.

I have attached the letter he sent to Minister Rose Jackson, which outlines his circumstances in detail, along with several other emails he has forwarded regarding this matter.

He has advised that he has not received any meaningful assistance from Homes NSW or the Minister's office, despite his repeated requests for help.

Would you be able to contact him directly and assist him in pursuing a housing transfer, or otherwise help to progress his case? I'm genuinely concerned about his situation and am struggling to understand why he has been unable to access support given the seriousness of his circumstances.

His contact details are:

- Phone: [REDACTED]
- Email: [REDACTED]
- [REDACTED]

Thank you very much for your assistance. Please don't hesitate to contact me if you require any further information.

Kind regards,

Monique



Office of Kellie Sloane MP

Member for Vaucluse

NSW Liberal Leader

NSW Leader of the Opposition

Electorate Office: 02 9326 1856

[330 New South Head Rd, Double Bay](#) 2028

Email: vaucluse@parliament.nsw.gov.au

From: [REDACTED]

Sent: Friday, 26 June 2026 12:39 PM

To: Minister for Housing new South <office@jackson.minister.nsw.gov.au>

Cc: ElectorateOffice Kogarah <ElectorateOffice.Kogarah@parliament.nsw.gov.au>; Mark Latham

<Mark.Latham@parliament.nsw.gov.au>; ElectorateOffice Vaucluse

<ElectorateOffice.Vaucluse@parliament.nsw.gov.au>; T110 <t110@homes.nsw.gov.au>

Subject: URGENT — life-support property with no power, black mould, entire income wrongfully deducted — [REDACTED]
[REDACTED] — NCAT 2026/00090755

Dear Minister, and Homes NSW (Office T110),

I attach two documents: (1) a formal letter to the Minister for Housing, and (2) the urgent application I lodged with NCAT today, which the Tribunal has accepted (file 2026/00090755; transaction reference B20260626-15596763).

This is an emergency and requires action today.

1. My home — Unit 106, [REDACTED] — is a REGISTERED LIFE-SUPPORT ADDRESS and has had NO electricity since on or about 17 June 2026, caused by a faulty main switchboard that Ausgrid directed your electrician to replace (Ausgrid reference 66693). It has not been repaired.
2. The property is affected by black mould that your department PAINTED OVER rather than remediated. A member of my household is diabetic, for whom mould exposure is a direct health danger.
3. Today your department increased my rent from \$137 to \$520 per week and took my ENTIRE Centrelink payment, leaving my household with no income and forcing Centrelink to suspend payments. The correct charge for my tenancy is \$137 rent plus \$8 water — \$145 per week. Your department had no right to take \$520, still less to take the whole of my income.

I require, within 48 hours:

- electricity restored to the premises and the switchboard fault rectified;
- an independent mould assessment and written remediation plan;
- the IMMEDIATE REFUND of the money wrongfully deducted today, to:
 - Account name: [REDACTED]
 - BSB: [REDACTED]
 - Account: [REDACTED]
- the weekly charge corrected to \$145 (\$137 rent + \$8 water); and
- a written explanation and the full basis/calculation for the increase to \$520.

If the money is not returned within 48 hours, I will pursue its recovery as money had and received, seek orders from the Tribunal, and proceed with the complaints and referrals set out in the attached letter — including to the NSW Ombudsman and ICAC, and via the crossbench and the Opposition.

Yours faithfully,

[REDACTED]
[REDACTED]
[REDACTED] . [REDACTED]

Kind Regards,

[REDACTED] (he/him/his)

Director

M: [REDACTED] E: [REDACTED]

PO Box [REDACTED] Pacific [REDACTED] QLD [REDACTED]

[REDACTED]

[REDACTED]

HAVE A LOVELY DAY

Attachments: (1) Letter to the Minister for Housing; (2) NCAT Request for Expedited/Urgent Hearing — file 2026/00090755 (with Ausgrid note ref. 66693 and photographs of mould).