



Department of Families, Fairness and Housing

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Changes to the North Melbourne Housing Office

Dear resident,

We are writing to let you know about an important change to how you can access in-person services at the North Melbourne Housing Office.

From Wednesday 21 January 2026

Please book an appointment in advance if you wish to see a Housing Officer in person at the North Melbourne Housing Office.

How can you contact our team

- You can continue to call or email your North Melbourne Housing Officer as usual
- You can book an in-person appointment at North Melbourne by calling or emailing our team.

Drop-in visits at the North Melbourne office will no longer be available from 21 January.

Why is this changing?

From 21 January, the North Melbourne Housing team is moving to the **Ascot Vale Housing Office**, due to the redevelopment of 33 Alfred Street to deliver more and better homes.

Our team is still available to support you, and you can still contact them by phone or email as usual.

Drop-in support is available at Ascot Vale

If you would like to speak to someone in person, without an appointment, you can visit the Ascot Vale Housing Office at 12 Churchill Avenue, Ascot Vale.
Opening hours: Monday to Friday, 8:45am to 5:00pm.

Booking an appointment at North Melbourne

If you cannot attend the Ascot Vale office or need to meet at North Melbourne, please **contact your Housing Officer to book an appointment** from 21 January 2026.

Questions

If you have any questions, please contact your Housing Officer or call 1300 360 462.

Kind regards,

Belinda Dorian,
Acting Manager, Client Support and Housing Services
West Division
1300 360 462