



# Greening and growing together

Joining a community garden is a fantastic way to connect with people, spend time outdoors and grow your own food.

Seniors in Coffs Harbour have done exactly that in their local community gardens. They have been learning about gardening and making friends with help from Mission Australia Housing.

Through The Royal Botanic Garden's Community Greening program, seniors mixed with people of all ages to earn a Master Gardener qualification over six days. The Mission Australia project is funded through a grant provided by the NSW Government's Reducing Social Isolation for Seniors Grant Program.

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## Minister's message

Welcome to the September issue of *Your Home for 2022*.

We know that building and maintaining connections is so important for our mental wellbeing. Strong ties within our community can provide happiness, security, support and a sense of purpose.

The Royal Botanic Garden's Community Greening program shows that gardening can be a great way to form new friendships and make our communities greener, no matter what our age.

This year has seen challenging weather across the state, with rain and flooding creating ideal conditions for mould growth in homes. A cold winter has also meant high energy costs. There are some helpful tips on this page for staying on top of mould, and information on getting help paying bills.

Please know that you can stay connected with DCJ Housing in numerous ways, including via the MyHousing app, phone, email and face-to-face. If you have maintenance issues, problems with neighbours, difficulties paying rent or property care issues, DCJ Housing is ready to listen. You can find all the relevant information on page three.

Warm regards,

**Natasha Maclaren-Jones**

Minister for Families and Communities  
Minister for Disability Services

## Extra help after a tough winter

Winter has been a bit tough this year. And we know some tenants might be struggling with energy bills and other money pressures.

Help is available.

- 1) If you're worried about your rent and water payments, reach out to your Client Service Officer and chat to them about options. In many cases we can look at payment arrangements.
- 2) **Asklzzy** is a free, anonymous website that allows you to search for information about support services and agencies within your local area. You can also find Asklzzy on the MyHousing mobile app.
- 3) Service NSW's Contact Centre has information on rebates and products that can help you in your home. You can call them on **13 77 88** or click through their Savings Finder: [www.service.nsw.gov.au/campaign/savings-finder](http://www.service.nsw.gov.au/campaign/savings-finder)
- 4) For advice on maintaining your home, go to the Tenancy Hub and click on the link to Our Place, Your Home. Learn more: [www.facs.nsw.gov.au/housing/tenancyhub](http://www.facs.nsw.gov.au/housing/tenancyhub)

## Preventing mould in your home

There's been plenty of wet weather and humidity across parts of our state this year. This has created ideal conditions for the growth of mould in homes.

Here are some tips to prevent mould:

- open your windows on dry and sunny days
- turn on a pedestal or ceiling fan to create airflow
- turn on an exhaust fan when bathing, and close the bathroom door to stop moisture escaping into living areas
- open wardrobes to air out clothes
- don't hang wet clothes in living areas or bedrooms
- ensure clothes dryers are adequately ventilated and regularly remove lint from the filter



Use our QR code to find out more:



## New online forms coming soon

Need to access your housing information? Want to complete tasks in your own time? MyHousing Online Services has simple and convenient online tools for you to use.

There are a range of online forms to suit all needs, including the Application Housing Assistance, Rentstart online, Tenancy online and more.

Next year, our new Medical Assessment and Independent Livings Skills forms will be available on our website. These forms will allow you to send a request to your doctor or health support provider to complete online. Once your doctor or provider completes the form, it will be returned to you for review. It can then be submitted to us for assessment.

Completing the forms online will be quicker and easier, because you won't need to visit your doctor in person or come into our office to hand in the forms.

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To look at our online services go to: [www.facs.nsw.gov.au/myhousing](http://www.facs.nsw.gov.au/myhousing)

## Ready to listen & help

DCJ Housing makes regular contact with our tenants.

We do this in different ways, including by telephone, letter and face-to-face visits. We also connect electronically, through virtual client service visits, email and SMS.

Your Client Service Officer will visit you regularly to keep up with your tenancy needs. They will let you know before they come and give you seven days written notice.

Some of the things we will talk about might include:

- your maintenance issues, problems with neighbours, difficulties paying rent or property care issues
- if you need support to live independently, or need to be linked in with support services to maintain your tenancy
- updating DCJ Housing's information about the condition of the property
- discussing any plans DCJ Housing may have for the property, such as painting or other maintenance
- confirming that both the tenant and DCJ Housing are meeting their obligations under the tenancy agreement.

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For more information, please visit: [www.facs.nsw.gov.au/housing/policies/during-tenancy-policy](http://www.facs.nsw.gov.au/housing/policies/during-tenancy-policy)



## Managing your garden



Trees and shrubs provide shade, privacy and fresh air for our communities. If your home has a garden, you are responsible for its basic maintenance. We also encourage you to add to your own garden.

If you have questions about your garden, we're here to help. We have a factsheet which explains:

- What am I responsible for maintaining in my garden?
- What can I plant in my garden and where can I plant it?
- When do I need permission from DCJ?
- What will DCJ maintain?
- Suggested shrubs and climbers
- What should not be planted



For more information, please visit:  
[www.facs.nsw.gov.au/housing/living/rights-responsibilities/garden-maintenance](http://www.facs.nsw.gov.au/housing/living/rights-responsibilities/garden-maintenance)

## Download the MyHousing app today

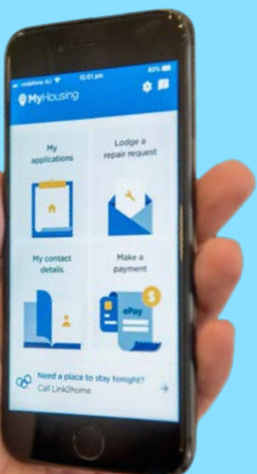
The MyHousing app is a fast and easy way to access and manage your housing information.

You can use the app to:

- Check your account balances
- Lodge maintenance requests
- Change your details
- Access support services and more!

Search for *MyHousing* in the App Store (for Apple users) or Google Play Store (Android users).

For more information or assistance, call DCJ Housing on **1800 422 322**.



## Contact us

If you need to visit a DCJ office in person, please call ahead and make an appointment. You can also contact us by downloading the *MyHousing app*, online or over the phone.



Download the *MyHousing app* from the App Store or the Google Play Store.



**MyHousing Online Services**  
[www.facs.nsw.gov.au/myhousing](http://www.facs.nsw.gov.au/myhousing)



**Housing Contact Centre 1800 422 322**  
24/7 for general enquiries

## Interpreting

If you would like someone who speaks your language to help you over the phone, call All Graduates on **1300 652 488** before calling the Housing Contact Centre.

### Arabic

إذا كنت ترغب في أن يساعدك شخص يتحدث لغتك عبر الهاتف، اتصل بـ All Graduates على الرقم **1300 652 488** قبل الاتصال بمركز اتصال الإسكان.

### Persian

اگر دوست دارید شخصی که به زبان شما صحبت می کند از طریق تلفن به شما کمک کند، قبل از تلفن به مرکز تماس مسکن با All Graduates از طریق شماره **1300 652 488** تماس بگیرید.

### Simplified Chinese

如果您需要能说您的语言的人在电话中为您提供帮助，请在打电话给住房联络中心之前先拨打 **1300 652 488** 联系 All Graduates。

### Spanish

Si desea que alguien que hable su idioma le ayude por teléfono, llame a All Graduates al **1300 652 488** antes de llamar al centro de contacto para asuntos de vivienda.

### Traditional Chinese

如果你需要講你語言的人通過電話幫助你，請先撥打 **1300652488** 致電 All Graduates 翻譯公司，然後再致電房屋署聯絡中心。

### Vietnamese

Nếu quý vị cần người nói cùng ngôn ngữ với quý vị giúp đỡ qua điện thoại, hãy gọi cho All Graduates qua số **1300 652 488** trước khi gọi cho Trung tâm Liên lạc Gia cư.