

NSW budget delivers historic investment in public housing

The NSW Government is making its largest ever investment in public housing and homelessness with the \$6.6 billion Building Homes for NSW package, announced in the 2024–25 NSW Budget.

The Building Homes for NSW program will:

- build 8400 new public homes across NSW
- deliver more than 21,000 affordable and market homes
- fix and repair 30,000 public homes
- repair 3500 Aboriginal Housing Office homes to Close the Gap
- extend the Homes NSW Cadetship Program to deliver jobs and homes.

In addition to building and repairing public housing, the NSW Budget will invest \$528 million to tackle homelessness by:

- investing in homelessness services and funding crisis accommodation
- supporting frontline services to stop people falling through cracks
- creating the Homelessness Innovation Fund.

This once in a generation program will directly build thousands of homes across our state to confront the housing crisis and rebuild our public housing system.

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Minister's message



Hello,

It has been a big year so far and although there is still a long way to go to repair and rebuild our public housing system, we have made some strong progress on important issues residents raise with us.

In June, we made a big announcement to invest \$6.6 billion to help speed up maintenance requests, refurbish vacant homes and build more public housing.

This is the biggest investment in public housing in NSW history and will help by:

- Building 8400 new, good quality public homes. Sustainable, well designed, and accessible homes we can be proud of, for people who need them most.
- Fixing over 33,000 public homes to make them safe and liveable. The biggest investment in maintenance ever, ensuring people get the services they need.

In July, we launched the new Maintenance Hub, your one-stop shop for maintenance and repairs. I know residents are fed up with not being able to get simple maintenance issues sorted – we have created this change based on direct feedback.

This means the maintenance call centre and services are back in public hands, run directly by Homes NSW. The team will take the call, work with trained experts who can better address questions and then issue work orders for contractors to complete the work.

Instead of being bounced around and told different things, you will have one point of contact who will manage the request from start to finish.

One of the biggest parts of this change is that residents will now be given the opportunity to sign off on works to improve accountability and ensure the job is done right.

I know there is still a long way to go, and this is only the beginning, but brick by brick, house by house, street by street we're building a housing system we can be truly proud of and a better NSW for all.

If you have any feedback or suggestions, please get in touch with the Homes NSW team using one of the feedback options on the back page. And if you see me around, please feel free to say hello.

Warm regards

Rose Jackson
Minister for Housing and Homelessness

Calling all green thumbs

With spring in the air, it's a great time to get involved in a community garden.

Being involved in a community garden is a fantastic way to grow your own food, learn new skills, enjoy the outdoors, and connect with others.

Community Greening is a program funded by Homes NSW and run by the Botanic Gardens of Sydney. Since 2000, the program has supported thousands of community gardens in social housing communities.

Each garden is designed and built with the community, making sure it fits local needs and climates. Being in nature and engaging in conversations, strengthens the community and improves the wellbeing and mental health of our tenants.

Tenants who had no gardening experience before the program are now leading workshops and sharing their new skills with others.



To get involved, visit the Botanic Gardens of Sydney website or scan the QR code.



Everyday changes to improve your home maintenance

The new Maintenance Hub – your one-stop shop for maintenance and repairs – has now launched, and is a big part of making sure you receive better service and support every day.

The service launched in July, and you may have noticed some of the following changes and improvements:

- When you call the Maintenance Hub, you'll speak directly with a Homes NSW staff member, not an external contractor.
- You will be given a reference number so we can easily track your repair.
- When a contractor comes to your home, they may be different from those you've had in the past. They should have identification available.
- When a contractor delivers work, they'll take photos and report back to us. You will also be asked to sign off that work is complete.
- When major work is completed, we'll inspect it for quality and compliance.



There's more to come. Right now, tenants are having their say about a new app that lets you track your maintenance requests from start to finish. Watch this space.

To lodge a request or provide feedback, call our 24/7 Maintenance Hub on **1800 422 322**.



To find out how we're improving maintenance, scan the QR code.

Battery and charging safety

Lithium-ion batteries are the fastest growing fire risk in NSW. They are often found in household items like phones, laptops, e-bikes, and power tools.

You can prevent hazards by charging safely, being aware of warning signs, disposing of lithium-ion batteries correctly, and knowing what to do if something goes wrong. It's important to make sure a working smoke alarm is installed in areas where devices or batteries are stored.

Why do lithium-ion batteries catch fire?

Lithium-ion batteries are highly flammable. Fires can be triggered by overcharging, overheating, exposure to extreme temperatures, short-circuiting, defects, or ageing.

How can I prevent my batteries from catching fire?

1. Avoid charging batteries on surfaces such as beds, sofas, or carpet. Keep them away from flammable materials such as blankets, clothing, and paper.

2. Do not leave batteries unattended while charging and disconnect once fully charged.
3. Larger batteries and equipment such as power tools and electric scooters should be charged in the garage, shed, or carport, away from living spaces.
4. Only use compatible chargers to prevent overheating.
5. Dispose of lithium-ion batteries at designated recycling points, not in household bins. Tape over battery terminals before disposal.



For more information, visit the Fire and Rescue NSW website or scan the QR code. In case of a fire, call Triple Zero (000) immediately and evacuate the building.

Spring into action

Prepare for the warmer months ahead with these handy tips:

- 1. Start planting:** Longer days, more sunlight and warmer temperatures means it's a good time for plants to grow. Try planting some flowers, herbs and vegetables.
- 2. Clean and clear:** Now is the perfect time to mow the lawn and tidy up the garden. Make sure to check that your gutters and drains are free of loose leaves and dirt.
- 3. Lodge a request for maintenance and repairs:** Our experienced team are available 24/7 on **1800 422 322**.
- 4. Mark your calendars for daylight savings:** Turn the clocks an hour forward on Sunday 6 October.



Your feedback matters

Your experiences help us to make improvements to provide you a better service.

You are encouraged to share your feedback with the Housing Contact Centre by:

Phone: 1800 422 322 or (02) 9377 6000
9am to 4:30pm Monday to Friday

Email: feedback@facs.nsw.gov.au

Post: Client Feedback Unit
Locked Bag 7150
Liverpool BC 1871

Or you can submit feedback via the MyHousing App.

If you have a hearing or speech impairment, you can contact us through the National Relay Service on **13 36 77**.

Help in your language

To speak to someone in your language, call All Graduates on **1300 652 488**.

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 **1300 652 488** 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.

