



Tips for living in your new home

Did you know?

Keeping your property clean and free of rubbish is an important part of maintaining good property care in your new home. Some councils may offer additional services that can assist you. It's a great way to have unwanted items or rubbish safely removed from your property.



Visit the Tenancy Hub at:
facs.nsw.gov.au/tenancyhub to locate
your local council and make an enquiry



Ask Izzy?

We know things can change during your tenancy, and sometimes a little extra help is needed. Ask Izzy is a free and anonymous website that can provide you with contact information for a range of support services in your area. If you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone even if you don't have credit or access to WiFi.



Visit **askizzy.org.au** and enter
your location to start searching
for services nearby



For more information, visit
www.dcj.nsw.gov.au
or scan the QR code

Phone: 02 9377 6000
Address: Locked Bag 5000,
Parramatta NSW 2124

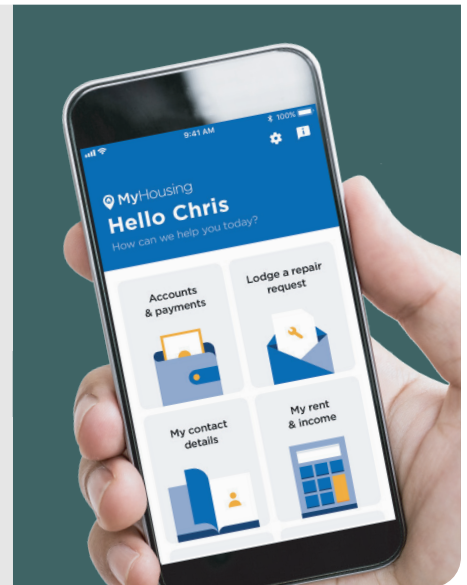
Your time is important.

So we've designed a mobile app that allows you to complete many transactions online without the need to go to a DCJ Housing office.

The MyHousing App gives you access to information relating to your tenancy from your mobile phone, 24/7. It's free to download from the App Store or Google Play.



For information on how to register for the app go to: facs.nsw.gov.au/myhousing



Client Service visits and Inspections

During your tenancy, there will be times where DCJ or our contractors will be required to visit your property. Your Client Service Officer will complete visits at your home to ensure we are meeting our obligations as the managing agent and you are meeting yours as a tenant. Contractors may also be required to undertake inspections for maintenance work and for safety inspections.



For more information please visit the Tenancy Hub at: facs.nsw.gov.au/tenancyhub



eRepair

Lodge your non-urgent repairs online. By using eRepair, you, a family member or support person can lodge non-urgent maintenance requests anywhere, at any time, on any device connected to the internet.

Go to the Tenancy Hub at: facs.nsw.gov.au/tenancyhub to find out how easy it is.

For urgent repairs, please call the Housing Contact Centre on 1800 422 322



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