

## Launching Homes NSW Answering your questions

### What is Homes NSW?

Homes NSW is a new division that brings together housing and homelessness services from NSW Department of Communities and Justice (DCJ), NSW Land and Housing Corporation (LAHC), and the Aboriginal Housing Office (AHO).

### What does Homes NSW do?

The new division focuses on building more social housing, housing maintenance, tenant services, rental support programs as well as support services to manage homelessness.

### What does this change for me?

These changes will not affect your current tenancy. Homes NSW will make accessing support services easier, by combining our services, expertise and skills under one roof to help you. Our goal is clear – you will be at the heart of everything that we do.

### Who do I contact?

You can reach us any of the following ways:

- MyHousing Online Services  
[facs.nsw.gov.au/myhousing](https://facs.nsw.gov.au/myhousing)
- MyHousing App on the [App Store](#) or [Google Play](#)
- The Housing Contact Centre on **1800 422 322**
- Or visit the website at [nsw.gov.au/homes-nsw](https://nsw.gov.au/homes-nsw)

### In this issue

Minister's Message

NSW Seniors Festival

TPCE Program

Maintenance App

Tenant Tips

Translations

### Your Home translations



Homes  
NSW



## Minister's Message



Dear resident,

I hope you had a nice and relaxing Christmas and New Year.

Welcome to the first edition of Your Home for 2024. I'm really excited to write to you following the launch of Homes NSW last month.

Our Government believes everyone has a right to a safe and secure home and Homes NSW is a big part of rebuilding our public housing system and making it easier to get the assistance you need.

Homes NSW will be your one stop shop for maintenance, tenant management and support services. We know that the way things were set up in the past wasn't working and the strong feedback from residents was these services need to all be brought under one roof – so that is what we are doing.

Homes NSW is more than just changing a name or updating an email address. It is our opportunity to fix our public housing system and do better by you.

You also might have seen that we're bringing maintenance back into public hands which will mean better and faster repairs and we will be launching a maintenance app so you can track your repairs. We've also announced a new program to retrofit and upgrade public homes across NSW with solar, more efficient heating and cooling and air-con. This will be good for the environment, create local jobs and help reduce power bills. You can read more about how to access the scheme in our next edition.

That's a quick update from me but if you see me around, please feel free to say hello. It is so important that Homes NSW works for you, so if you have any feedback I'd love to hear it.

Warm regards,

**Rose Jackson**

**Minister for Housing and Homelessness**

## Mark your diaries NSW Seniors Festival is back!

Are you above the age of 60? Come join us for the 2024 NSW Seniors Festival as we celebrate the role and contributions of seniors to our local communities. Check out what's on below!

### NSW Seniors Festival Expo

This is a free event for seniors and includes numerous giveaways, workshops and exhibits.

**When:** Wednesday 13 and Thursday 14 March 2024

**Where:** International Convention Centre, Sydney

**Cost:** FREE

**Time:** 9am – 4pm

Find out more about the NSW Seniors Festival Expo and how to get there at [seniorsfestival.info/expo](https://seniorsfestival.info/expo).

### Premier's Gala Concerts

Dress in purple and join us in celebrating the seniors who've shaped NSW! This is a free event, but tickets are essential.

**When:** Wednesday 13 and Thursday 14 March 2024

**Where:** ICC Aware Super Theatre

Visit [bit.ly/PremiersGalaConcerts](https://bit.ly/PremiersGalaConcerts) for ticket information and details of performers.

### NSW Seniors Festival Comedy Show

The free NSW Seniors Festival Comedy Show returns for two shows in Sydney and Batemans Bay. Tickets are essential! More info here: [seniorsfestival.info/comedyshow](https://seniorsfestival.info/comedyshow)

**Sydney**

**When:** Tuesday 19 March 2024

**Where:** Sydney Town Hall

**Batemans Bay**

**When:** Thursday 21 March 2024

**Where:** Bay Pavillions





## Empowering Communities TPCE Program in Action

Tenant Participation & Community Engagement (TPCE) program is a partnership between DCJ and Mission Australia providing more than practical help.

TPCE creates an opportunity for tenants to connect, seek advice and ensures tenant voices are heard in decisions surrounding social housing.

“We’ll always have tea, coffee and biscuits set up and with tenants’ approval, we can pass on their information to support services and help them follow up if needed” explains program manager, Gus.

TPCE focuses on amplifying tenant voices, “We work to break the ice, you’re one community, often facing the same issues”

For more information or to join your local program, call the Mission Australia National Office on **02 9219 2000**.



## Homes NSW means better maintenance

At the centre of Homes NSW will be maintenance and repairs you can rely on.

We know that maintenance issues can impact your everyday comfort, safety and wellbeing. We’ve heard you and that’s why we’re making changes.

In the coming months, you’ll hear about our new Maintenance Hub, which looks after all your maintenance needs from one place.

In the future, you’ll also hear about our new Maintenance App, which lets you lodge and then track the status of your repairs until they’re completed.

You can also rely on our experienced staff, coordinating your repairs and ready to answer your questions.

Homes NSW means a better maintenance experience for you. More details coming soon.

Until then, please continue to lodge your maintenance requests through our 24/7 phone line: **1800 422 322**.





## Cooler Days, Warmer Homes Autumn Tenant Tips

### ► Check heating systems

As temperatures start to drop during autumn, make sure your heating systems, such as heaters or air conditioners are in good working condition.

### ► Keep the warmth inside and cold out

Check for drafts around windows and doors. Consider using draft stoppers to seal any gaps, helping to keep your home cosy.

### ► Energy efficiency

To save on your energy bills, try keeping curtains or blinds shut to keep the heat in and make sure to turn off lights or appliances when not in use.

### ► Clean gutters

Autumn often brings falling leaves, so make sure to clean out gutters regularly. Blocked gutters can cause water damage and other issues to your home.

### ► Report repairs promptly

Autumn may bring unpredictable weather, so it's important to report any maintenance issues. Report any leaks or other repair needs via **My Housing Online Services** or the **MyHousing App**.

Remember, we're here to help. If you have any issues or have concerns, you can contact us by calling the Housing Contact Centre on **1800 422 322** or by visiting [nsw.gov.au/homes-nsw](https://nsw.gov.au/homes-nsw).

## 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.

