



# Robyn Preston MP

Member for Hawkesbury

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## MEDIA RELEASE

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### **HOUSING SERVICES AT THE TOUCH OF A BUTTON**

A new social housing app developed for tenants and applicants will slash paper work and improve customer service.

The MyHousing app is a simple way for housing tenants to manage their details and view their accounts, including rent and water, as well as make payments, lodge maintenance requests and view transaction records.

Member for Hawkesbury, Robyn Preston MP said the new app would save time and deliver a better customer experience.

“The MyHousing app reduces the need for customers to stand in line at their local office or fill out paper forms,” Ms Preston said.

“It’s so simple and convenient and allows customers to access many of housing services in their own time at the touch of a button.”

The app was trialled extensively to ensure it met needs for tenants, applicants, and clients receiving Rentstart Bond Loan assistance.

Feedback was overwhelmingly positive, with a 94 per cent satisfaction rating.

Minister for Families, Communities and Disability Services Gareth Ward said the new app would revolutionise customer service for housing clients and applicants.

“Thanks to this new technology, our customers will be able to easily access services anywhere, anytime,” Mr Ward said.

“It means less frustration for tenants and applicants and more time for our staff to focus on helping people with the greatest needs.”

The Department of Communities and Justice oversees more than 100,000 managed tenancies and 60,000 applications for social housing assistance in NSW.

The MyHousing app is available for free download from the App Store (iOS) and Google Play (Android).

For more information, visit:

<https://www.facs.nsw.gov.au/myhousing/services#myhousingapp>

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