



MyHousing Online Services to meet your needs

Are you a Main Tenant,
Applicant or Bond
Loan Client?

You can manage
your information with
MyHousing Online Services.



Manage accounts



Pay your accounts



Request repairs



Apply online



Communities
& Justice





MyHousing online forms

MyHousing has a range of online forms you can complete on any device, 24/7, at a time convenient for you.

Our forms include:

- Tenancy information changes
- Appeal a decision
- Apply for Housing Assistance
- Let us know if your circumstances have changed
- Apply for a Rentstart Bond Loan

To use our online forms, you simply need an email address and/or your DCJ Housing client reference number.

Reference Number:

When you submit an online form, we'll send you an email confirming this.



ePay

You can make a variety of payments online using MyHousing ePay. You just need your payment reference number and credit/visa card details.

Payments include:

- Rent accounts (current and former)
- Repair accounts
- Water accounts
- Bond Loan repayments



eRepair

DCJ Housing tenants can report non urgent maintenance online, 24/7, on any device.

To report maintenance you will need one of the following:

- Payment Reference Number
- Centrelink Reference Number
- Client Reference Number

For any urgent maintenance you are encouraged to call the maintenance line on **1800 422 322**



eLetters

We've introduced a new way for you to receive communications from us. You can let us know if you prefer to receive letters by email or SMS.

Simply go to eLetters and fill in the details and we'll update our records.



MyHousing self service and free WiFi

Did you know many of our offices have free self-service computers and public Wi-Fi?

For a list of offices please go to:

www.facs.nsw.gov.au/myhousing

or contact your local office for details.





MyHousing mobile app

MyHousing Mobile App helps you access information relating to your tenancy, household or application 24/7 from your mobile device.

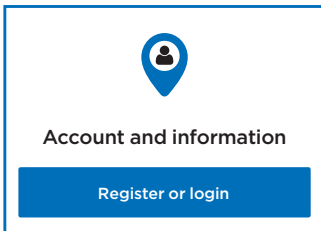
To register you'll need:

- An email address
- and either your 'client reference number' or 'payment reference number'

Simply, download the App from either Google Play or the App store Then register, to create your account. If you are already registered for MyHousing Account and Information, you don't need to create an account. Simply use your MyHousing log in details.



Don't have a smartphone?



Don't worry, you can still access your account and information using your computer.


Go to: www.facs.nsw.gov.au/myhousing and click on the button.

You'll be guided through the registration process to create your account.



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-  facs.nsw.gov.au/myhousing
-  Download MyHousing mobile app
-  Assisted service in our offices