



Gareth Ward

Minister for Families and Communities
Minister for Disability Services

Victor Dominello

Minister for Customer Service

MEDIA RELEASE

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HIGH TECH APP TO HELP HOUSING TENANTS

A new social housing app will save time, drastically reduce paperwork and improve customer service for thousands of tenants in NSW.

Minister for Families, Communities and Disability Services Gareth Ward said the new mobile phone app would revolutionise customer service in the housing space.

“Having to queue up in an office or wait on the phone is frustrating and time consuming,” Mr Ward said.

“Thanks to this new technology, our customers will be able to easily access services at the touch of a button.

“This means time savings for them and more time for our staff to focus on helping people with the greatest needs.”

The MyHousing app provides tenants with a simple way to manage and view accounts including rent and water, as well as to make payments, lodge maintenance requests and connect to a range of support services.

The Department of Communities and Justice manages 100,000 tenancies and 60,000 applications for social housing assistance. A survey of 14,000 clients, conducted last year, revealed 98 per cent of them owned a smart phone.

Minister for Customer Service Victor Dominello said the app is an example of how the NSW Government is putting the customer at the centre of its service delivery.

“Customer service is about putting more time in your day and this one-stop shop app will make life easier for customers by giving them access to necessary services at their fingertips,” Mr Dominello said.

“It is important that face-to-face services still exist, but having a smart phone app will allow tenants to engage with services anywhere, anytime.”

The app has been trialed extensively with a customer satisfaction rating of 94 per cent. You can download the free app from the App Store (iOS) and Google Play (Android).

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