

# Housing Contact Centre

**1300 HOUSING**  
**1300 468 746**



## Other useful phone services

### After Hours Temporary Accommodation 1800 152 152 (free call)

We can help homeless people find a bed for the night, and will ask them to visit a local Housing NSW office the next working day to arrange a longer term solution. The service operates daily from 4.30 pm to 10.00 pm, Monday to Friday and 10.00 am to 10.00 pm on weekends and public holidays.

If you are a community housing tenant, contact your local housing provider for all tenancy and maintenance issues.

## We can also help you if:

- You are from a non-English speaking background and require an interpreter  
**Interpreter Assistance 13 14 50**
- You are Deaf or hearing impaired  
**TTY Calls 1800 628 310 (free call)**  
A TTY phone is required to use this service.

## Useful tips when calling Housing NSW

- Make sure you have a pen and paper ready
- If you are a tenant, have your payment reference number ready to give to the operator
- Have any information you wish to talk about handy
- Remember, if you aren't sure about something, just ask!

## Call Charges

*Calls from a home phone to 1300 HOUSING are charged at the cost of a local call. Calls to a 1800 number from a home phone are free. Calls from mobile phones are timed and charged at a higher rate.*



[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

Housing NSW  
October 2008



HOUSING  
NEW SOUTH WALES

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## 1300 HOUSING

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The Housing Contact Centre is open 24 hours a day, 365 days of the year. It is a 'one-stop-shop' for tenants, maintenance contractors and the public at large. Of the 3,000 calls received daily, we aim to answer each call within three minutes. Enquiries range from maintenance issues for tenants to requests for assistance for people experiencing accommodation difficulties. Housing NSW handles approximately 1,000,000 calls annually through the Housing Contact Centre.

### How to contact us

It's simple! Phone **1300 HOUSING (1300 468 746)** for the following services:

- Maintenance
- General enquiries
- Rentstart
- Mortgage Assistance
- Home Purchase Advisory Service
- Reports of fraud or corruption
- Feedback – suggestions, compliments and complaints

A set menu will point you in the right direction.

You can also visit our website

[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

If you are Aboriginal or Torres Strait Islander and wish to speak to an Aboriginal operator, just select the relevant menu option.

(Monday to Friday 8.30 am – 4.30 pm)



### Maintenance

**24 hours, 7 days, 365 days of the year**

All requests for repairs or maintenance work on public or Aboriginal housing properties can be made through 1300 HOUSING. If needed, we will send a qualified contractor to your home or make a referral to the local office to organise an inspection.

### Rentstart

**Monday to Friday 8.00 am – 6.00 pm and  
Saturday 10.00 am – 3.00 pm**

Rentstart provides quick financial assistance with rent or bond for people on low incomes who are looking to rent in the private rental market.

### Mortgage Assistance

**Monday to Friday 8.30 am – 4.30 pm**

The Mortgage Assistance Scheme helps eligible people experiencing difficulties paying their mortgage via an interest free loan. The loan is paid directly to the lender. Help is provided where there has been an unforeseen change in circumstances, such as unemployment, accident or illness. Conditions apply. Call 1300 HOUSING for further advice.

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### Home Purchase Advisory Service

**24 hours, 7 days**

For information on buying a home, call 1300 HOUSING. Our trained staff can provide you with unbiased advice and information on building and purchasing a home, guiding you through this often tricky process.

### Fraud and Corruption

**Monday to Friday 8.30 am – 4.30 pm**

Housing NSW treats allegations of fraud, corruption or misconduct by staff, tenants or contractors very seriously and urges anyone who suspects illicit behaviour to call 1300 HOUSING.

### Feedback

**24 hours, 7 days**

Housing NSW welcomes all feedback by calling 1300 HOUSING and provides a dedicated client feedback service, where people can comment on the service they have received. Housing NSW does its utmost to respond to the feedback within 15 working days.