COVID-19 advice for DCJ Housing tenants

DCJ Housing is here to continue to provide you with support and essential public services. However, there are some important changes.

Extra Australian Government payments

Centrelink is providing extra payments for people in response to the COVID-19 virus. Further information is available at www.servicesaustralia.gov.au

Will these additional Centrelink payments affect my rent?

No. This money is about providing you and your family assistance during this time. These payments will not be used to re-calculate your rent, so there will be no change.

What do I do if I’m experiencing financial stress or hardship?

Call DCJ Housing as soon as you can on 1800 422 322.

We can discuss options with you about:

• Rent - if you have recently lost your job
• Housing Debt – if you are falling behind on your housing account
• Support - if you are concerned about the welfare of yourself or your family

It’s still important that you continue to pay your rent during this time.

Are DCJ Housing offices open?

For the safety of you and our staff, we will be providing most of our services by phone, online or by downloading the MyHousing mobile app.

Face to face services at Housing offices will be by appointment only.

What if I am ill or unwell and have an appointment with you?

Call us. If you feel unwell, are self-isolating or under quarantine, we will need to reschedule the visit or appointment with you. Staff are unable to visit anyone who is unwell or may have been exposed to COVID-19.

If you are feeling unwell and are concerned about your condition visit the COVID website www.nsw.gov.au/covid-19 or call 1800 022 222 (24-hour help line).
What if I need to self-isolate and need assistance with essential items?

It's important that everyone remains safe and healthy. If you need assistance, reach out to family, friends or support worker the first instance.

If you need assistance for essential items you may be able to access the **Woolworths Basics Box.** The box provides meals and a few essential items.

Those who can access the Basic Box include:
- Those unable to visit a store or in **mandatory isolation**
- People who are **elderly** or with **disabilities**
- People with **compromised immunity**

Visit [www.woolworths.com.au](http://www.woolworths.com.au) for more information or call their customer line on 1800 904 698.

If you require assistance to obtain essential items that cannot be sourced through friends/family or online delivery services, please contact Service NSW on 13 77 88 who may be able to assist.

Will maintenance still be done at my home?

Absolutely. You still need to report urgent repairs to the call centre and our contractors will respond following safety and hygiene guidelines.

We are also **increasing common area cleaning programs in multi-unit and high rise building** complexes in the inner city. We will expand this service out to more unit complex sites in the near future.

The program will focus on cleaning high traffic areas and touch points in these unit blocks, such as lift buttons, door handles, bin chutes and doors, stairwells, handrails, letterboxes and shared laundries.

Everyone is encouraged to follow NSW Health advice such as regularly washing your hands, maintaining good health and hygiene and being mindful of others in these shared spaces.

How to contact DCJ Housing

- **Link2Home** 1800 152 152
- **Housing Contact Centre** 1800 422 322
- **Interpreter Services** 1300 652 488


- Download the MyHousing app from the App Store or Google Play