



## Access

Policy Category	1. Tenancy	Policy Number	1.1
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Position Responsible	Housing Services Manager	Scheduled Review Date	April 2019

### Purpose:

This policy outlines the eligibility requirements and access to social housing properties owned or managed by Homes Out West (HOW).

HOW will ensure equitable access to all eligible people seeking housing assistance.

Social housing assists clients who are most in need which may include:

- clients on low income that need support to help them live independently, and
- clients on low income that have problems finding affordable housing in the private market that is suited to their needs.

### Policy:

HOW is a participant in NSW Housing Pathways and will undertake eligibility assessments within a common assessment framework. HOW will notify the applicant in writing of the outcome of their assessment. If an applicant is assessed as eligible they will be listed on the NSW Housing Register. (*NSW Community Housing Eligibility Policy 2014*). Further information can also be found on the Housing Pathways website <http://www.housingpathways.nsw.gov.au/>

Clients can apply for housing assistance by making contact with a HOW Office. Alternatively, applications can be made online to the Housing Contact Centre via the Housing Pathways website; by phone to the Housing Contact Centre on 1800 422 322; by accessing their local FACS office or any other Community Housing Provider.

To be eligible for social housing, clients must:

- be a citizen or have permanent residency in Australia, and
- be resident in New South Wales (NSW), and
- establish their identity, and
- have a household income within the specified income eligibility limits, and
- not own any assets or property which could reasonably be expected to resolve their housing need, and
- be able to sustain a successful tenancy, with or without support, and
- if applicable, make repayments of any former debts to a social housing provider, and
- in general, be at least 18 years of age.

Clients who are 16 – 17 years old will be considered if it is assessed that social housing is the best way to meet their accommodation needs; they meet all other eligibility criteria for social housing; they have an income; and HOW is satisfied that they are able to meet their tenancy obligations. A responsible adult (such as a support worker) is encouraged to assist the young person with the application process and will also be required to attend the lease sign up if/when a property is allocated to the young person.

If a client disagrees with a decision about their eligibility for any social housing assistance made by HOW, they can request a formal review of the decision by submitting a Complaints and Appeals form.

If the appellant remains unsatisfied with the outcome of the first appeal they can then appeal to the Housing Appeals Committee (HAC) by calling 1800 629 794 or by email at [hac@facs.nsw.gov.au](mailto:hac@facs.nsw.gov.au). Further information on decisions which can be appealed and the appeal process is available on the website at <http://www.hac.nsw.gov.au>.

**References and related documents:**

<p>Service Standards, Contractual requirements and Legislation</p>	<p><u>National Community Housing Standards</u></p> <ul style="list-style-type: none"> <li>• 1.1 Allocation of Housing</li> <li>• 1.2 Establishing and Maintaining Tenancies</li> </ul> <p><u>National Regulatory System for Community Housing (NRSCH) Performance Outcomes</u></p> <ul style="list-style-type: none"> <li>• Performance Outcome1: Tenant and Housing Services</li> </ul> <p><u>Contractual requirements</u></p> <ul style="list-style-type: none"> <li>• NSW Community Housing Access Policy</li> <li>• NSW Community Housing Eligibility Policy</li> </ul> <p><u>Legislation</u></p> <ul style="list-style-type: none"> <li>• Housing Act 2001</li> <li>• Community Housing Providers (Adoption of National Law) Act 2012 (NSW)</li> </ul>
<p>Homes Out West Policies</p>	<ul style="list-style-type: none"> <li>• Allocation</li> <li>• Transfer</li> <li>• Local allocation Strategy</li> <li>• Complaint and Appeals</li> </ul>
<p>Housing Pathways Policies and Processes</p>	<ul style="list-style-type: none"> <li>• Eligibility for Social Housing Policy</li> <li>• Social Housing Eligibility and Allocations Policy Supplement</li> <li>• Managing the NSW Housing Register Policy</li> <li>• Manage an application for housing assistance process</li> </ul>
<p>Related documents</p>	<ul style="list-style-type: none"> <li>• Application for Housing Assistance (AHA)</li> <li>• Social Housing Supplement</li> <li>• Evidence Requirements Information Sheet</li> <li>• Complaints and Appeals Form</li> </ul>

## **Access Procedures**

### **Related Policy:**

These procedures are to be read and applied in conjunction with the Homes Out West (HOW) Access policy.

### **Procedure and Guidelines:**

Refer to the Housing Pathways Policies and Processes which can be found on the Community Housing and Pathways (CHaP) intranet site, accessed via Citrix.