



Access and Allocation

Policy Category	1. Tenancy	Policy Number	1.1
Author	Jennifer Townsend – Consultant	Board Approval Date	22 October 2020
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Purpose:

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

HOW will ensure equitable and consistent access and allocation processes 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 June 2020*). Further information can also be found on the Housing Pathways website:

<https://www.facs.nsw.gov.au/housing/help/applying-assistance/housing-pathways>

Housing Pathways is the way applications for housing assistance are managed in NSW. It is a partnership between the Department of Communities and Justice (DCJ), including the Aboriginal Housing Office (AHO) and the Housing Contact Centre (HCC), and participating community housing providers.

Housing Pathways provides:

- coordinated information about housing assistance
- a single application process
- common eligibility criteria for housing assistance
- a standard assessment process,
- and a single waiting list known as the NSW Housing Register.

Housing assistance available through Housing Pathways includes social housing managed by DCJ, including AHO properties, and by participating community housing

providers. It may also include help to set up a tenancy in the private rental market or temporary accommodation if someone is homeless.

Applicants can apply for housing assistance online, using a hard copy form, over the phone with the HCC or through any Housing Pathways provider. The application is assessed in the same way, no matter where it is submitted.

To be eligible for social housing, clients must:

- establish their identity, and
- be resident in New South Wales (NSW), and
- be a citizen or have permanent residency in Australia, and
- have a household income within the 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, without support or with appropriate support in place, and
- if applicable, make repayments of any former debts to a social housing provider, and
- in general, be at least 18 years of age.

Notwithstanding anything in this policy, a client may be ineligible to be placed on the NSW Housing Register if:

- he or she has a history of having committed registrable offences, and
- it is likely that the presence of that client in social housing will:
 - cause antisocial behaviour, or
 - present an unacceptable risk of harm to the client, to other social housing occupants or to neighbours.

DCJ or the relevant community housing provider will be guided by information provided by the NSW Police Force or Corrective Services NSW as to the likelihood of the above occurring. However, DCJ and community housing providers will use our discretion as to providing other housing assistance, such as temporary accommodation or private rental assistance to the client.

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 and sign the lease agreement as a witness.

HOW is responsible for managing the allocation of tenancies across a variety of housing programs including social housing, supported housing, headlease and fee for service arrangements. HOW is committed to promoting sustainable tenancies when matching eligible applicants to suitable properties and will consider factors including if the property:

- is large enough for the applicant's household, and
- meets any special needs of the applicant, so far as these are known, and
- assists the applicant to access special support services that they need, and
- makes the best use of available housing stock in a timeframe that balances the applicant's need for stable housing with the costs to HOW of providing assistance. This includes ensuring that properties with specific features that are in high demand and short supply are only offered to those applicants who need them.

As a participant in NSW Housing Pathways, HOW will make offers of social housing to applicants on the NSW Housing Register. Generally, an applicant will receive up to two reasonable offers of housing.

A reasonable offer is when a property matches:

- the number of bedrooms the household requires
- the allocation zone requested (the property may be in any suburb within the allocation zone)
- any other property features the applicant has been assessed as needing, for example: requirements relating to level access, stairs or steps; distance from services or facilities.

HOW will consider an offer of social housing reasonable if, based on the information provided by the applicant, the offer meets the applicant’s known housing needs. Applicants need to provide accurate and up to date information about their housing needs so that HOW can appropriately match the applicant to a property that meets those needs.

In some cases where a tenant is relocating for portfolio management purposes, or when an applicant has been approved for emergency temporary accommodation, they may receive only one reasonable offer.

HOW has access to the National Translating and Interpreter Service to assist in interpreting other information when required for tenants and applicants from a non-English speaking background.

HOW will seek support from the appropriate services to assist in providing information when required for tenants and applicants who are vision or hearing impaired.

HOW staff will provide an explanation of any information when required for tenants and applicants who have limited literacy skills.

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"> • 1.1 Allocation of Housing • 1.2 Establishing and Maintaining Tenancies • 3.4 Access to services of the organisation • 3.5 Confidentiality and privacy <p><u>National Regulatory System for Community Housing (NRSCH) Performance Outcomes</u></p> <ul style="list-style-type: none"> • Performance Outcome1: Tenant and Housing Services <p><u>Contractual requirements</u></p> <ul style="list-style-type: none"> • NSW Community Housing Access Policy • NSW Community Housing Eligibility Policy • Aboriginal Housing Office Housing Access Policy • Aboriginal Housing Office Housing Eligibility Policy <p><u>Legislation</u></p> <ul style="list-style-type: none"> • Housing Act 2001 • Residential Tenancies Act 2010 • Residential Tenancies Regulation 2019
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	<ul style="list-style-type: none"> Community Housing Providers (Adoption of National Law) Act 2012 (NSW)
Homes Out West Policies	<ul style="list-style-type: none"> Ending a Tenancy Policy Transfer Local Allocation Strategy Complaint and Appeals
Housing Pathways Policies and Processes	<ul style="list-style-type: none"> Eligibility for Social Housing Policy Social Housing Eligibility and Allocations Policy Supplement Managing the NSW Housing Register Policy Manage an application for housing assistance process Matching and Offering a Property to a Client Policy Select a client for an offer of a vacant property (Community Housing) procedure Confirm a client's eligibility prior to making an offer of social housing (Community Housing) procedure Record and manage a client's response to an offer of a property (Community Housing) procedure
Related documents	<ul style="list-style-type: none"> Application for Housing Assistance (AHA) Social Housing Supplement Evidence Requirements Information Sheet Housing Pathways Offer Checklist – Applicants Housing Pathways Offer Response Form Request for Categorisation of Former Social Housing Tenancy Form Acknowledgement and Agreement to Repay Debt Form Confirmation of Aboriginality Statutory Declaration form Complaints and Appeals Form

Related Policies:

NSW Community Housing Access Policy

This Access and Allocation policy and procedures is to be read and applied in conjunction with the NSW Community Housing Access Policy (June 2020).

The NSW Community Housing Access Policy outlines that community housing providers that receive assistance from DCJ and the NSW Land and Housing Corporation (LAHC) to supply subsidised rental accommodation to people on very low to moderate incomes are required to manage that assistance in accordance with policy guidance set by DCJ and LAHC. HOW receives such assistance.

The contractual arrangement with HOW (a Community Housing Assistance Agreement) requires HOW to use our best endeavours to comply with policies listed in the Community Housing Assistance Agreement.

Community housing providers participating in Housing Pathways must abide by the policies, procedures and guidelines applicable to Housing pathways. This specifically includes:

- ensuring applications are through the Application for Housing Assistance (AHA), which can be lodged online, by phone or through a local participating Housing Pathways providers' office
- ensure eligibility assessments are undertaken within the Housing Pathways common assessment framework
- make offers of social housing to applicants listed on the NSW Housing Register in accordance with the provider's allocation policy.

NSW Community Housing Eligibility Policy

This Access and Allocation policy and procedures is to be read and applied in conjunction with the NSW Community Housing Eligibility Policy (June 2020).

The NSW Community Housing Eligibility Policy outlines that community housing providers must have in place an appropriate process to determine the eligibility of applicants for subsidised rental accommodation. Under Housing Pathways, participating community housing providers will undertake eligibility assessments within a common assessment framework.

Community housing providers must require appropriate proof that the applicant and all other household members (even if they are under 18 years of age) meet relevant eligibility requirements.

Applicants may be assessed by either a community housing provider participating in Housing Pathways or DCJ Housing client service staff, including the HCC. Housing Pathways access and eligibility policies apply to all assessments.

If an applicant is assessed as eligible, they will be listed on the NSW Housing Register.

Housing Pathways Policies

This Access and Allocation policy and procedures is to be read in conjunction with the access and allocation Housing Pathways policies and processes.

Access Procedures

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.

With every new application for housing assistance, HOW must check HOMES to determine if the client has been a former tenant or occupant of social housing. HOW must do this by checking the application list entry area of HOMES by looking for HOHP (Housed by other Housing Provider) code and check the Notes. Ideally, the Housing Pathways provider would have entered the name and a contact telephone number of the organisation when they allocated the client a social housing tenancy.

If the client is a former tenant or occupant of social housing, HOW must contact the former managing agent by using the *Request for Categorisation of Former Social Housing Tenancy* form and check if there were any tenancy or debt related issues with the client.

When a request for a former tenant category is made, HOW will review our tenancy management system Greentree for information on the former tenancy and then record the category in HOMES and, if any, the amount of any former tenancy debt.

Where the former tenant or occupant category is anything other than satisfactory, or a response from the former social housing provider is not received after two business days, a workflow for the application will be made to the former managing agent for assessment. (Refer to HOW's Ending a Tenancy Policy and Procedure for further information about categorising former tenants).

Where a community housing provider does not have a policy on categorising former tenants, the former tenancy is deemed to be satisfactory.

Whilst HOW cannot enter any evidentiary documents of former tenancy debts into OneTRIM, HOW can enter into OneTRIM the:

- completed *Request for Categorisation of Former Social Housing Tenancy* form, and a
- completed *Acknowledgement and Agreement to Repay Debt* form.

AHO Properties

To be eligible for an AHO property, applicants must be able to provide confirmation they or a household member are of Aboriginal or Torres Strait Islander descent.

To apply for housing services specifically available to Aboriginal and Torres Strait Islander people, at least one member of the household must be Aboriginal or Torres Strait Islander, and their Aboriginality must be confirmed. Confirmation can be provided by one of the following:

- Letter from a Local Aboriginal Land Council (LALC) confirming their acceptance as a member of the LALC.
- Letter of confirmation from an Aboriginal community organisation.
- Letter from the Stolen Generations Reparations Scheme confirming a successful reparation claim.
- Letter from a Stolen Generations Organisation acknowledging them as a Stolen Generations Survivor.

If it is not possible to provide one of the above, the applicant/household member can complete the *Confirmation of Aboriginality Statutory Declaration* form. The Statutory Declaration must include all of the following:

- Details of the client's Aboriginal family i.e. names and where they are from (land) and/or what they are doing about finding their family details/history, and
- A statement that the client identifies as an Aboriginal person (the term 'Aboriginal' includes Aboriginal people and Torres Strait Islanders), and
- An explanation as to why confirmation from a LALC or Aboriginal community organisation could not be provided, and
- Letters of support from Aboriginal community members, Aboriginal organisations (on the organisation's letterhead) or government agencies that the client is known to. All documentation must be signed by Aboriginal people.

HOW may request additional information or seek further clarification regarding information provided in the Statutory Declaration.

For more information refer to the *Social Housing Eligibility and Allocations Policy Supplement* and the *Housing Pathways Evidence Requirements Information Sheet*.

Clients applying for AHO properties must live or work in NSW. However, HOW may waive the NSW residency rule in certain circumstances based on proof of the applicants need to live in NSW. These include:

- The client lives in a NSW border area (such as Moama/Echuca)
- The client lives outside a border town but accesses medical, educational, or commercial facilities in NSW
- The client needs to move to NSW for specialist medical treatment that is not available in the State they are currently living in
- The client needs to move to NSW to escape domestic violence, serious harassment or threats of violence.

Generally, an applicant for an AHO property must be an Aboriginal or Torres Strait Islander person. However there may be circumstances where the parent or guardian is not an Aboriginal or Torres Strait Islander person but is the primary caregiver of Aboriginal children. In these circumstances as long as the household meets all other eligibility criteria, HOW have the discretion to admit the client to the Housing Register and make an offer of accommodation when their turn is reached.

Aboriginal clients for All Property Types Under Housing Pathways

Aboriginal and Torres Strait Islander people are entitled to a range of services available to all eligible clients. In addition, they may choose to:

- be identified on the NSW Housing Register as being eligible for AHO properties as well as public or community housing
- take up their entitlement to one extra bedroom to help meet their family responsibilities (this is subject to availability)
- seek accelerated progression on the NSW Housing Register if they or members of their household are Aboriginal or Torres Strait Islander are over 55 years of age
- nominate their interest in living in a Senior Communities property in public housing if 45 years of age or over.

To take up the extra entitlements as mentioned above, at least one member of the household must be an Aboriginal or Torres Strait Islander person, and this person must provide confirmation of their Aboriginal or Torres Strait Islander descent.

Allocation Procedures

The NSW Community Housing Access Policy (June 2020) states that community housing providers must have fair and transparent processes in place to determine an allocation of subsidised rental accommodation to an eligible applicant. The assessment process must consider the housing needs of the applicant and their ability to resolve this need.

Social housing provided by community housing providers participating in Housing Pathways must be allocated to eligible applicants listed on the NSW Housing Register using the Housing Pathways procedures and the community housing provider's allocation policy. The allocation policy must clearly document the community housing provider's approach to managing allocations.

Following the allocation of a tenancy, community housing providers must follow the required procedures to ensure that the NSW Housing Register is adjusted accordingly.

Transitional housing

Allocations to transitional housing must be based on the specific criteria associated with the use of the properties. Properties must be allocated to eligible households and targeted to the identified client group.

Households allocated transitional housing are able to remain on the NSW Housing Register while they are in transitional housing, where relevant.

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.

When notice is provided that a vacant property is available for re-letting or initial occupation, HOW will allocate the property as soon as possible to reduce homelessness and minimise vacancy periods. In all standard allocation cases, clients must have a live application on the NSW Housing Register, having satisfied eligibility requirements for social housing.

A nomination and shortlist nominee offer should be created in HOMES according to the *Select a client for an offer of a vacant property (Community Housing)* procedure.

Standard allocations will be made according to the status of the applicant on the NSW Housing Register. Offers made to applicants may be made alternately between priority and wait turn ranking, alternating between 3 x priority housing allocations per 1 x wait turn housing allocation. This will also incorporate priority and wait turn transfer applicants.

Some circumstances where HOW may need to make non-standard allocations include:

- A tenant identified for a Management Initiated Transfer or Tenancy Reinstatement will be allocated a property first.
- Supported housing or 'third party nomination' program rights where the tenant is nominated by a partner support provider instead of HOW. These nominations will generally refer to transitional housing, supported housing programs or Fee For Service (FFS) arrangements.
- An allocation is required to be made in accordance with a local allocation strategy. A local allocation strategy will be developed when it is identified that allocations to a property or group of properties (such as a unit complex) would have increased likelihood of sustained tenancies if targeted to clients with particular characteristics and/or there are hard to let properties. Any strategy developed would need to demonstrate that it does not have a significant detrimental impact on overall client access to social housing in that local area; will be documented and time limited; and must be approved by two Executive staff. The strategy will be for a set period of time and then reviewed as to its appropriateness and if it is still required for implementation of allocations.

In accordance with the HOW Allocation policy, staff will promote sustainable tenancies when matching eligible applicants to suitable properties. When making an offer of housing, staff must take into consideration:

- The number of bedrooms the household requires. The tables below outline the standard bedroom entitlements for social housing and any changes to those bedroom types due to the need to accommodate children. Aboriginal or Torres Strait Islander applicants are entitled to a property that has one extra bedroom to help them meet their family responsibilities (this is subject to availability). Confirmation of Aboriginality is required for this entitlement.

Standard bedroom entitlements

Household type	Standard bedroom entitlement
Single people	Studio, one or two bedrooms
Couples	One or two bedrooms
Single people or couples with one other household member	Two or three bedrooms
Single people or couples with two other household members	Two or three bedrooms
Single people or couples with three other household members	Three or four bedrooms
Single people or couples with four other household members	Three or four bedrooms
Single people or couples with five or more other household members	Four bedroom or, if available, five or more bedrooms. Clients who have a five bedroom household complement will generally be offered a four bedroom property unless a five bedroom property is vacant when the client's turn is reached. This is because of the availability of five bedroom accommodation.

Criteria for accommodating children

Situation	Homes Out West Response
Child is over 18 years of age	The person is considered to be an adult when calculating the minimum bedroom entitlement
Shared bedrooms	<p>Same sex children up to 18 years of age are expected to share a bedroom.</p> <p>Male and female children are expected to share a bedroom until one of the children reaches 10 years of age.</p>
Children can't share a bedroom	<p>HOW will allocate an additional bedroom where the client has demonstrated a need for same sex children, or children under 10 years of age, to have separate bedrooms.</p> <p>Examples of situations where an extra bedroom could be appropriate include where there is a large age gap between the children or behavioural factors.</p>

Shared custody	The child/children are considered to be part of the household if the client has shared custody of children for 3 days per week or more. Normal bedroom entitlements apply.
Access visits from children	<p>The children are not considered to be part of the household if they visit for less than 3 days per week.</p> <p>The children are not considered to be part of the household if they are receiving out-of-home care. An extra bedroom will be considered when evidence of proposed restoration of children is provided.</p> <p>The client must demonstrate a need for an extra bedroom to accommodate access visits.</p>
Future needs of children who may need separate bedrooms in 2 or 3 years time	HOW will take this into account when matching the client to a property if it can. HOW will make this decision on a case by case basis according to the size and type of housing that is available in the area.

- The [allocation zone](#) requested (the property may be in any suburb within the allocation zone). Approximate [waiting times](#) are also available.
- Any other property features the applicant has been assessed as needing, for example: requirements relating to level access, stairs or steps; distance from services or facilities.

When an applicant on the shortlist has been matched to the vacant property, the allocating staff member should complete the *Offer Checklist – Applicants* form (available at the Community Housing and Pathways (CHaP) intranet site), using the *Confirm a client’s eligibility prior to making an offer of social housing (Community Housing)* procedure.

If the applicant remains eligible for the offer, the staff member will contact the applicant to make an offer of housing and arrange a mutually convenient time to accompany the applicant to the property for their inspection and update the nomination in HOMES to ensure only one offer of housing can occur at any time. The staff member will provide the applicant with a Housing Pathways *Offer Response Form* at the inspection. The applicant will be given a maximum of two days to complete, sign and return the form indicating their acceptance or refusal of the offer of housing or to discuss issues or concerns. The outcome of the Offer Response Form will be entered on the *Offer Checklist – Applicant* form and also recorded in HOMES using the *Record and manage a client’s response to an offer of a property (Community Housing)* procedure.

An offer of social housing may be accepted, rejected, withdrawn or suspended:

- Offer accepted – the offer proceeds to a successful allocation, a date and time are agreed for a lease agreement to be explained and signed and the prospective tenant will need to supply HOW with a current income statement to enable rent payable to be calculated.
- Offer rejected – the offer of housing meets the matching requirements and the applicant has not provided any substantial information or evidence regarding their needs which would result in the allocation being unsuitable and/or the applicant’s

rejection is based on personal preference which does not directly impact on the applicant's housing needs.

- Offer withdrawn – the applicant does not accept the property and HOW determines that the applicant's decision is valid based on information or evidence provided by the applicant. Such information may include:
 - Medical Assessment form
 - A letter from their doctor or health care provider
 - A letter from their support provider
 - A letter from their employer
 - Verbal explanation has been provided which is deemed as being valid. In this instance notes should be recorded in HOMES.
- Offer suspended – the applicant has been able to demonstrate that they are temporarily in a situation where they are unable to accept an offer due to circumstances beyond their control. These circumstances may include where the applicant:
 - is experiencing illness or hospitalisation
 - is overseas or on holidays
 - is in prison.

The Offer Response Form will be scanned into the applicant's file in OneTRIM and also filed in the applicant's HOW client file.

All applicants have the right of refusal over the first offer made to them and their position on the waiting list will remain the same. HOW will record the applicant's offer refusal reason on the applicant's notes in HOMES. If the applicant refuses a second offer they may be removed from the NSW Housing Register. Such removals will only occur with the approval of the Housing Services Manager (HSM) or upon the request of the client.

In some cases where a tenant is relocating for portfolio management purposes, or when an applicant has been approved for emergency temporary accommodation, they may receive only one reasonable offer.

If an offer has to be withdrawn by the organisation, the applicant will be informed immediately both verbally and in writing. Examples of when an offer may need to be withdrawn include for the safety and protection of an applicant or unexpected changes in the headlease arrangements for the property being offered.

Categorising Former Tenants

Refer to HOW's Ending a Tenancy Policy and Procedure for further information about categorising former tenants.

Specific Conditions for Former Social Housing Tenants or Occupants

The following specific conditions¹ apply depending on the category of the former social housing tenant or occupant and the requirements of the NSW Limitation Act 1969.

Specific Condition	Additional Information	Categories the Condition Applies to	Impact of the NSW Limitation Act 1969
Former social housing tenancy debt is	The application is made live on the NSW	Applications that include a former	Condition does not apply if the

¹ Adopted from the Social Housing Eligibility and Allocations Policy Supplement: <https://www.facs.nsw.gov.au/housing/policies/social-housing-eligibility-allocations-policy-supplement/chapters/sustain-a-successful-tenancy>

<p>acknowledged, and a repayment arrangement is made. The debt repayment history is reviewed before an offer is made. See the Acknowledgement and Agreement to Repay Debt form.</p>	<p>Housing Register only if there are no other specific conditions that must be met first.</p> <p>The provider that managed the former tenancy will negotiate the repayment arrangement and review the client's repayment history. Go to Reviewing outstanding debts from a former social housing tenancy.</p> <p>Note: For former HOW tenants, the amount is \$1500 not \$500.</p>	<p>social housing tenant with a former tenancy debt.</p>	<p>requirements outlined in Assessing former social housing tenancy debts under the NSW Limitation Act 1969 are not met.</p>
<p>Application suspended on the NSW Housing Register for 6 months.</p> <p>The 6 month period starts from the date the application was submitted or the date the former tenancy debt was acknowledged (whichever occurs later).</p>	<p>The application will be made live on the NSW Housing Register if:</p> <ul style="list-style-type: none"> the debt is repaid in full before the end of the 6 months, or regular repayments have been made throughout the 6 months. <p>If regular repayments are not made, go to Reviewing outstanding debts from a former social housing tenancy.</p> <p>Note: For former HOW tenants, the amount is \$1500 not \$500.</p>	<p>Applications that include a former social housing tenant with a former tenancy debt of more than \$1500 (a less than satisfactory former social housing tenant).</p>	<p>Condition does not apply if the requirements outlined in Assessing former social housing tenancy debts under the NSW Limitation Act 1969 are not met.</p>
<p>Demonstrate that a tenancy has been sustained for at least 6 months before the application can be approved and listed on NSW Housing Register. A tenancy may include a:</p> <ul style="list-style-type: none"> Private rental tenancy agreement. Transitional housing, boarding house or supported accommodation (SHS) arrangement, if there is evidence of a landlord/tenant relationship. 	<p>Clients who have difficulty accessing alternative accommodation will be referred to an appropriate external agency, alternative housing provider or advocacy service.</p> <p>This includes:</p> <ul style="list-style-type: none"> People with a physical disability. Large families. Clients from specific cultural groups. <p>The client will be required to seek accommodation in</p>	<p>Applications that include an:</p> <ul style="list-style-type: none"> unsatisfactory former social housing tenant ineligible former social housing tenant, if their application has been approved by a delegated officer (see below). 	<p>Condition applies even if the requirements outlined in Assessing former social housing tenancy debts under the NSW Limitation Act 1969 are not met.</p>

<p>For more information see item 6 on the Evidence Requirements Information Sheet.</p>	<p>areas of less demand before a provider can offer further social housing assistance, unless they have to access supports on a weekly basis in a high demand area for medical or disability reasons.</p> <p>The HOW HSM and CEO will determine, based on the situation of the client and history of the former tenancy, whether the client is required to demonstrate that a tenancy has been sustained for at least 6 months before the application can be approved and listed on NSW Housing Register. The HOW HSM and CEO may waive this requirement or reduce the time requirement i.e. to 3 months and require the tenant to sign a Support Agreement with a relevant service (i.e. SHS) for the initial 6 months of their social housing tenancy with HOW.</p>		
<p>Ineligible for social housing. Except for where there are special circumstances and the application is approved at the discretion of the CEO.</p> <p>For clients housed in AHO properties, the delegated officer from the AHO will be asked to consider any decision to decline re-admittance to the NSW Housing Register.</p>	<p>The following factors will be considered:</p> <ul style="list-style-type: none"> • If the factors/behaviours that led to an extreme breach of the previous tenancy have been or are being addressed, and • Whether it appears that the risks to the social housing provider and the community are now similar to those associated with housing any other applicant from the NSW Housing Register, and 	<p>Applications that include an ineligible former social housing tenant.</p>	<p>Condition applies even if the requirements outlined in Assessing former social housing tenancy debts under the NSW Limitation Act 1969 are not met.</p>

	<ul style="list-style-type: none"> The consequences for the client if they continue to be ineligible for social housing. 		
Repayment of all remaining former tenancy debts will form part of the new Residential Tenancy Agreement.	If regular repayments do not continue this will be managed as a breach of the Residential Tenancy Agreement. If required, action will be taken to terminate the tenancy.	Former social housing tenant with a remaining former tenancy debt, if they are signing a Residential Tenancy Agreement with the same social housing provider that managed the previous tenancy. Only the former tenancy debts of the clients signing the new Residential Tenancy Agreement may be included.	Condition applies even if the requirements outlined in Assessing former social housing tenancy debts under the NSW Limitation Act 1969 are not met.

All former social housing tenants or occupants including those with an ineligible category may apply for Rentstart assistance to establish or maintain a tenancy in the private market. Some conditions apply.

Conflict of Interest

If an applicant or staff member declares a conflict of interest, it will be recorded on the tenant notes and the HOW staff member will not be involved in the application and/or allocation decisions/processes. The conflict will also be recorded on the HOW Conflict of Interest declaration.

Appeals

If an applicant disagrees with a decision 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. Further information on decisions which can be appealed and the appeal process is available on the website at <http://www.hac.nsw.gov.au>.

Variations

HOW reserves the right to vary, replace or terminate this Policy from time to time.