



Dealing with

# Housing Applications

## Applying for Housing

- HNSW can assist you with applications.
- You need to be eligible for public housing.
- You will need ID, eg. Department of Correctional Services Discharge Certificate, current Centrelink Income Statement, Bank statement.

If you've been a HNSW tenant before and you know you were not a 'satisfactory' tenant, there are ways to become one again (contact tenancy service for more info)

## Being eligible means you:

- Are a citizen or permanent resident
- Live in NSW
- Can establish your identity (have correct ID)
- Are within Housing NSW income limits, ask your housing worker
- Do not own a property or assets over a certain amount
- Can maintain a tenancy
- Can repay any HNSW debts either outright or under a repayment plan
- Are generally over the age of 18

Housing NSW Temporary Accommodation after hours	1800 152 152
Housing NSW	1300 468 746 (1300HOUSING)
Homeless Persons Information Centre	1800 234 566
Greater Sydney Aboriginal Tenants Service	02 9569 0222
Aboriginal Legal Service	1800 826 966
Law Access	1300 888 529
Alcohol and Drug Information Service	02 9361 8000

**You must be able to show that your need for housing is urgent and you can't afford to rent privately**



## Options

- To be eligible for housing, you must be able to show that your income is too low to be able to afford rent in the private market.
- To be prioritised for housing you must show that you have absolutely no other housing options.
- Remember, you need evidence
- There are other kinds of assistance you could consider. Ask HNSW about the the options below:

## Other types of assistance

Private rental brokerage
Tenancy facilitation
Tenancy guarantee
Statements of satisfactory tenancy
Rentstart
Private rental subsidies
Emergency temporary accommodation

## Urgent Need

To be prioritised for housing you must **show** that your need for housing is urgent because you:

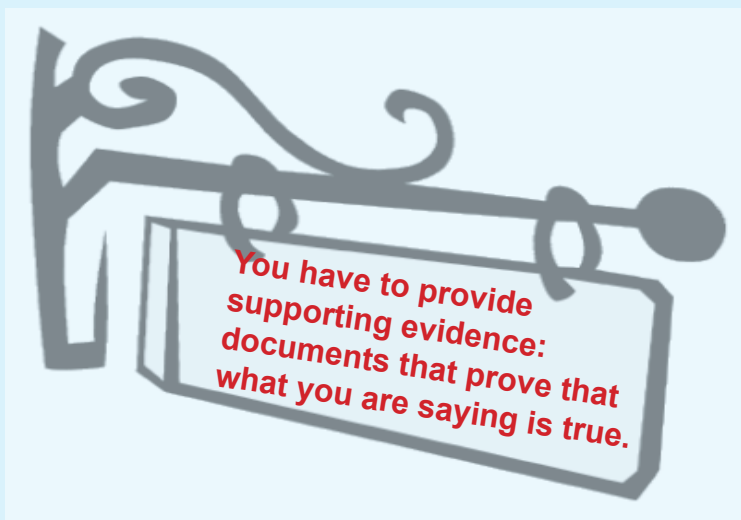
- Are homeless or about to become homeless; or
- Living in crisis or emergency accommodation; or
- Living with family or friends that can not provide long term accommodation; or
- Living apart from family due to lack of appropriate housing alternatives

**And/or are 'at risk'**: experiencing domestic violence, sexual assault, child abuse, threatening behavior, torture and trauma, or are in the 'Women at Risk' (visa subclass 204)

## Evidence

Examples of evidence you might need to include are:

Police Report
AVO
Medical Assessment Form filled in by a doctor
Support letter from STARTTS
For Women and people 'at risk', passport and other supporting documents
Reports from a doctor, social worker, community support agency (such as a refuge), or family/friend confirmation



## Support Letters

Support letters must include:

- Information directly addressing the criteria for 'urgent need', showing that you are unable to afford private rental.
- Information that addresses any need to be housed in a particular location (ongoing medical condition or disability).
- Information showing an 'affinity' with the area (history, support networks/services in that area)
- Information showing the severity of your condition and how often you need to access the services in the area you wish to be housed.

## Appeals

There are 2 levels to the appeals process:

1. Internal HNSW appeal: Where the decision is reviewed by another housing officer. Application must be made within 3 months of the original decision
2. Housing Appeals Committee (HAC): Independent review. Application must be made with 3 months of the HNSW Appeal

**Contact your local Tenancy Service for assistance with appeals.**



## Tenant Databases

Reasons you could be listed

You were on a tenancy agreement that has ended and:
You breached the tenancy agreement (by damaging the property or by owing money when you left) and
Because of the breach, you owe the Landlord more money than the bond; or because of the breach, NCAT made a termination order and
The information on the database identifies the breach and is accurate, complete and unambiguous
<b>***Write to your landlord to find out if you have been listed. They have to give you information on the listing within 14 days. If the listing is unfair or incorrect, you can challenge it at the NCAT***</b>

Phone: 02 9386 9147 for Assistance with appeals and Tenant Database Problems



Eastern Area Tenants Service

# EATS