

# ELIGIBILITY & ALLOCATIONS

## POLICY FACTSHEET

### WHY DO WE HAVE THIS POLICY?

This Policy describes how City West Housing (CWH) decides who will be offered a home in one of our properties. This new approach reduces the amount of paperwork an applicant has to provide us, takes account of an applicant's current housing situation and allows CWH to go outside of this policy if there is an applicant or existing tenant in urgent need of rehousing. We can also go outside this policy if we have a new unit block and we need to get a particular mix of residents.

### HOW TO DETERMINE IF YOU CAN APPLY FOR HOUSING WITH CWH

CWH might be able to offer you a lease if you can say Yes to the following questions:

#### 1. INCOME

Is your gross household income (before tax) less than \$132,900?

#### 2. LOCAL CONNECTION

Do you live or work in the City of Sydney local government area?

#### 3. HOUSING NEED

Is your current housing unaffordable, unsuitable or inadequate for your needs?

#### 4. FINANCIAL CIRCUMSTANCES

You do not own any property, assets, shares or savings that could reasonably be used to resolve your housing need.

#### 5. RESIDENCY

Are you a permanent resident or citizen of Australia?

Also, if you are a former CWH tenant and have a debt owing to the company additional conditions apply.

If you can say Yes to these questions, you should register for the CWH resident portal and complete an Expression of Interest form via the CWH website at: [citywesthousing.com.au/eligibility](http://citywesthousing.com.au/eligibility). If you would prefer, you could come to the CWH office and someone will help you register and complete the form. You do not have to give us any evidence to support your application at this time. Once you have registered and completed the form, you will be placed on the CWH Housing Register which is like a waiting list.

When existing tenants move out or CWH builds new homes, you will move higher in the queue. When you are close to the top of the queue, CWH will ask you to fill in an application form. At this point you will need to give us evidence within 14 days showing that you can say Yes to 1, 2, 3, 4 and 5 above and that you have a need for housing.

## SHOWING THAT YOU HAVE A NEED FOR HOUSING

To make sure that CWH gives homes to those in most need, you can give us evidence if you have one or more of the following:

1. You are **paying more than 30% of your before tax income as rent**. To prove this you could show a copy of your lease and recent payslips.
2. Your **current home is in a bad condition** – you may not have hot water or the roof may leak. A Real Estate could tell us about your current home not being suitable.
3. You may like to tell us if you are **Aboriginal or from the Torres Strait**. You can provide confirmation from a Local Aboriginal Land Council or Aboriginal community organisation or send us a Statutory Declaration signed by a Justice of the Peace (JP).
4. Your current home is **making a medical condition worse** – you might have a disability which makes living in your home difficult or an illness which is made worse because your home is not maintained properly. A Doctor, NDIS officer or a case manager could give us evidence to prove this.
5. That you have a risk of being harmed if you stay where you are – you may be threatened with violence or you are elderly and feel **in danger**. You might get evidence from the NSW Police or a Doctor.
6. You may be **homeless** or at risk of becoming homeless – a Real Estate Agent may be able to tell us that you are about to lose your home or you may have a support worker who can tell us you are homeless.

CWH will give you points depending on how long you have been waiting (6 points for every 6 months wait) and if you can give us evidence of any of the above (6 points where you can demonstrate a need). In the example below six people have been given points and ranked.

APPLICANT	1	2	3	4	5	6
Months waiting shown as points	6	6	12	18	18	6
Risk of harm		6				
Homeless		6				
Bad condition	6				6	6
Medical condition	6		6		6	
Rent more than 30% of income	6		6	6	6	6
Aboriginal			6			
<b>Total points</b>	<b>24</b>	<b>18</b>	<b>30</b>	<b>24</b>	<b>36</b>	<b>18</b>
<b>Ranking</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>

## WHAT HAPPENS WHEN A HOME BECOMES AVAILABLE?

When CWH has an empty unit, we will invite the four applicants with the most points (in the example above Applicants 5,3, 1 and 4) to view the property. Applicants can decide they don't want to view a property if it they don't feel it's right for them. Where an applicant decides not to view two properties, they will be removed from the CWH Housing Register.

At the property viewing, applicants will be invited to say whether they want to sign the lease. If more than one applicant is interested, the applicant with the most points will be offered the lease. The successful applicant will have up to seven days to sign the lease and start the tenancy.

Where someone views two properties and does not want to sign the lease, they will be taken off the CWH Housing Register unless there are good reasons why they could not take any of them.

## EXISTING TENANTS NEEDING A TRANSFER

Where one of CWH's existing tenants needs to transfer to a different home, they will be allocated points in the same way as shown above. However, in some situations CWH may decide that someone is in such a need to transfer that they will be rehoused ahead of other people. This may be because they are experiencing domestic and family violence, there are concerns for the safety of children or the tenant has a medical condition which means they can't live in the home anymore. For more information about transfers, you can find CWH's Transfer Policy on the website.

## REQUESTING TO LIVE IN A SPECIFIC SUBURB

Sometimes, for families with young children, CWH may be able to offer a home in a particular suburb if you can show us that you need to live in that suburb in order to access either early childhood or primary school education. You would need to accept that your wait time may be longer if you are only approved for offers of properties in a specific suburb.

## HOW MANY BEDROOMS CAN I HAVE?

The table below shows the number of bedrooms you can have for the number of people you have in your household.

HOUSEHOLD TYPE	STANDARD BEDROOM ENTITLEMENT
Single people	Studio or one bedroom
Couples	One bedroom
Single/Couple with one other household member	2 bedroom
Single/Couple with two other household members	2 bedroom
Single/couple with three other household members	3 bedroom
Single/Couple with four other household members	3 bedroom

There are other rules for how many children of the same sex can share a bedroom and where the tenant has custody arrangements in place for a child. The Allocations Manager can take you through these options in more detail.

## APPEALING A DECISION

Decisions about eligibility and allocations are appealable. Please refer to the CWH Appeals Policy.