

Property Transfer Program

May 2009



Frequently Asked Questions



Interpreter Services

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450.

The Translating and Interpreting Service will telephone Housing NSW for you at no cost.

Arabic
خدمة الترجمة الخطية والشفوية المجانية
اتصل على الرقم 131 450

Chinese
免費的翻譯傳譯服務
致電 131 450

Russian
Служба бесплатного письменного и устного перевода
Позвоните по номеру 131 450

Spanish
Servicio Gratuito de Traducción e Interpretación
Llame al 131 450

Vietnamese
Dịch vụ Phiên dịch và Thông dịch Miễn phí
Điện thoại 131 450

Why is Housing NSW offering to transfer the management of my property and tenancy to a community housing organisation?

Community housing organisations are much smaller in size than Housing NSW. To help these organisations grow, Housing NSW has agreed to transfer up to 1000 properties across NSW by December 2009.

Being community based, community housing organisations are able to work closely with local communities and services. This means that in some areas, they can bring a different approach to the way properties and tenancies are managed. They can often respond more quickly to tenants' needs and can be more flexible about how they apply policy and how they manage their staff and resources.

What does the offer of transfer mean?

An offer of transfer to community housing means that management of the property you live in and your tenancy is transferred from Housing NSW to a community housing organisation.

If I agree to transfer, do I have to move from my home?

No. You don't have to move from your home.

If I agree to transfer, will I have to sign a new tenancy agreement?

Yes. Your current tenancy agreement with Housing NSW will end and you will be asked to sign a new tenancy agreement (also known as a lease) with the new community housing organisation.

The tenancy agreement with the community housing organisation is very much like the one you have with Housing NSW. It is also registered under the *Residential Tenancies Act 1987*.

Before signing your new lease, the community housing organisation will discuss matters with you, such as how your rent is calculated and options for paying rent. They can also help you access other services that you might need.

What is the community housing organisation responsible for?

Once you have signed your new lease, the community housing organisation will be responsible for property and tenancy management, such as maintenance, rent collection and dealing with neighbour disputes – all the things that a landlord is responsible for.

Will I have to pay more rent if I transfer to community housing?

The community housing organisation calculates rent in the same way as Housing NSW – generally 25% of assessable income. The community housing organisation will explain rent setting to you as well as how to apply for Commonwealth Rent Assistance (CRA).

I am on an 18 percent rental subsidy cap – am I still eligible for this?

If you are on an 18 percent rental subsidy cap, and you agree to transfer management of your tenancy from public to community housing at the request of Housing NSW, you will continue to pay 18 percent rent, provided you continue to meet the eligibility criteria.

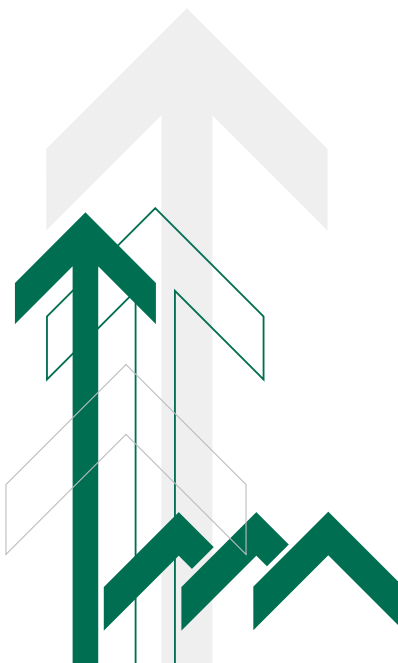
Will I have to pay a bond?

Normally, community housing tenants pay a bond. However, if you are a tenant transferring management of your tenancy from public to community housing at the request of Housing NSW, you will not have to pay a bond to your community housing organisation.

If, at a later stage you chose to move on to another community housing organisation, you may be required to pay a bond.

If I agree to transfer, can I keep my pets?

Most community housing organisations have a pets policy. Tenants transferring to community housing at the request of Housing NSW will be able to keep their existing pets. As is the case in public housing, you will need to ask the community housing organisation if you can keep any new or additional pets.



It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please call 1300 HOUSING and select Option 2. Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

Will I have to pay for the water I use?

Just like Housing NSW, community housing organisations charge for water usage. The community housing organisation will explain how this is calculated.

Can I still apply to purchase the house I live in?

Just like Housing NSW, you can apply to purchase the home you live in, provided it is owned by Housing NSW and not leased from the private rental market.

Your application will be assessed against Housing NSW's Home Sales to Tenants policy and will only progress with the support of the community housing organisation.

If I have transferred to community housing, can I transfer back into public housing managed by Housing NSW?

If you are transferring to community housing at the request of Housing NSW, you will be able to apply to be transferred back into public housing.

There is no time limit on when you can apply to transfer back into public housing but, to be approved, you will need to meet Housing NSW's transfer criteria that is in place at the time you apply to return to public housing.

If you want to transfer back into public housing, you will need to make contact with the community housing organisation managing your tenancy. They may be able to meet your rehousing need themselves or they will help you with your application to Housing NSW.

If approved for transfer back to Housing NSW, you will be housed in a public housing property under the same tenure conditions you had previously with Housing NSW. All other Housing NSW policies in place at the time of transferring back to public housing will apply to your tenancy.

What if I don't want to transfer to community housing?

You cannot be forced to transfer to community housing. However, in some circumstances, Housing NSW may not be

able to continue to manage your tenancy and property if you decide not to transfer to community housing.

If this is the case, you may be asked to move to another public housing property. This request is in line with Housing NSW Relocating Tenants for Management Purposes policy. If you are asked to move, Housing NSW will try to make the move as smooth as possible for you.

In some cases, there may not be alternative public housing available in your area for you to transfer to. Housing NSW may then ask the community housing organisation to manage your tenancy and property on its behalf. If this is the case, you will remain a tenant of Housing NSW.

So my property has been earmarked for transfer to community housing. What are the next steps? What can I expect?

If your property has been earmarked for transfer to community housing, someone from Housing NSW will contact you and ask to make a time to sit down and discuss what the transfer means. You are welcome to invite support people or advocates to attend this meeting with you.

You may also be invited to a public forum or a tenants meeting. The community housing organisation cannot become involved in discussions with you until you give your written consent. This consent is necessary so that information about you may be given to the community housing organisation, and staff can meet with you to discuss the transfer process. You are NOT giving your consent or agreeing to transfer at this time.

If you agree to transfer to community housing, you will need to sign an Agreement to Transfer form.

More information

- phone Housing NSW's Community Housing Division on **8753 8280**
- go to the Housing NSW website www.housing.nsw.gov.au and click on the Office of Community Housing link
- phone 1300 HOUSING (1300 468 746)

