

110 Eligibility for Social Housing Policy

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

This policy explains who is eligible to apply for social housing at Link Wentworth.

Social housing helps customers who are most in need including:

- customers on low income who need support to help them live independently
- customers on low income who have problems finding affordable housing in the private market that meets their housing needs.

3. Scope

This policy applies to customers applying for social housing. It does not apply to customers applying for other programs such as Affordable, Transitional, Specialist Disability Accommodation etc.

4. Policy

Link Wentworth participates in Housing Pathways, a partnership between the Department of Communities and Justice (DCJ) and participating community housing providers to manage housing assistance applications in NSW. We apply the [Housing Pathways](#) eligibility criteria for social housing.

For detailed information on applying for social housing through Housing Pathways visit the [DCJ website](#). see this Housing Pathways policy.

Eligibility for social housing

To be eligible for social housing, customers must meet all of the following criteria:

- establish their identity
- be resident in New South Wales (NSW)
- be a citizen or have permanent residency in Australia
- have a household income within the income eligibility limits
- not own any assets or property which could reasonably be expected to resolve their housing need
- be able to sustain a successful tenancy, without support or with appropriate support in place

- if applicable, make repayments of any former debts to a social housing provider
- in general, be at least 18 years of age.

For detailed information, see the Housing Pathways [Eligibility for Social housing Policy](#)

Link Wentworth tenants who wish to apply for a transfer to a different property are assessed under our Tenant Transfer Policy or Management Transfer Policy.

Establishing identity

To apply for social housing, you must provide two forms of acceptable identification for each person on the application who is aged 18 years and over.

If your or your partner are under 18 years of age, you must also provide two forms of acceptable proof of identification.

The two forms of identification must be from a different source. For more information see item 1 on the Housing Pathways [Evidence Requirements Information Sheet](#).

There is an exception to this rule for Temporary Accommodation assistance. We can provide one instance of Temporary Accommodation assistance if you have only one form of identification. You must provide a second form of identification before we can provide further assistance.

Former Link Wentworth tenants

A former Link Wentworth tenant who left their property without debt and in a satisfactory condition is eligible to reapply for social housing. If you are not eligible for tenancy reinstatement as outlined in the Transfer Policy, we will assess you for a new social housing application.

A former tenant who owes a debt to us is eligible to go onto the NSW Housing Register but we will not make an offer of housing until the debt is repaid, or you have made regular repayments for six months in a row.

If a former tenant who was evicted by Link Wentworth or left with a poor tenancy history (i.e. property damage or antisocial behaviour), applies for social housing, we will ask you to show that you are now able to maintain a satisfactory tenancy and have adequate support in place. If you can show this, we will approve your application for social housing.

5. Definitions

Housing Pathways – refers to the process for managing applications for housing assistance in NSW. It is a partnership between the Department of Communities and Justice including the Housing Contact Centre, the AHO and participating community housing providers such as Link Wentworth.

6. Legislative or other applicable framework

- Housing Pathways, Eligibility for Social Housing Policy
- Housing Pathways, Matching and Offering a Property to a Client Policy
- Housing Pathways, Managing the NSW Housing Register Policy

- Housing Pathways, Social Housing Eligibility and Allocations Policy Supplement
- NSW Community Housing Eligibility policy
- NSW Community Housing Access policy

7. Complaints and appeals

An Applicant for social housing who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Wentworth website www.linkwentworth.org.au or by phoning Link Wentworth on 9412 5111.

8. References

- Transfer policy
- Tenant Initiated Transfer policy

9. Privacy and Confidentiality

Link Wentworth will keep customer information and feedback confidential, in line with privacy laws and standards.

We have obligations and responsibilities under our Privacy Policy. Before releasing any information relating to the subject matter of this Policy, our employees must first refer to the Link Wentworth Privacy Policy and/or seek guidance from a member of the Executive Leadership Team or Head of Legal.

Approval, Policy Owner and Review Frequency

Policy type:	Management Level
Executive Leadership Team owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	Executive Member
Review Frequency:	Annual or more frequently if circumstances warrant.

Approved by – Chief Customer Officer