

Eligibility and Applying for Housing Policy

Location	Operations NSW/ACT
Policy Type	Social Housing Policy
Version	3.3
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National Regulatory Code	Performance Outcome 1 - Tenant and housing services

1. Objective

This policy outlines the guidelines for eligibility for Argyle Housing's general and supported housing products. For affordable housing eligibility, please refer to the Affordable Housing Policy.

2. Background and Scope

- 1.1** Argyle Housing promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to Clients in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 1.2** Argyle Housing supports and encourages a person-centred and culturally sensitive approach to service delivery.
- 1.3** Argyle Housing promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.
- 1.4** Argyle Housing will ensure equitable access to Argyle Housing's housing products.
- 1.5** Argyle Housing will maintain a fair, needs-based assessment process and non-judgmental attitude to all applicants.
- 1.6** Argyle Housing will ensure that individual's rights will not be discriminated against on the grounds of ethnicity, gender, marital status, criminal history, physical and/or intellectual disability or sexual preference as per the Anti-Discrimination Act 1977.
- 1.7** Argyle Housing will provide an open and transparent application process.
- 1.8** Argyle Housing will work closely with support services to have a more holistic approach when addressing issues related to the applicants.
- 1.9** Argyle Housing will meet the requirements of funding bodies for eligibility for Community Housing and other housing programs.

3. Definitions

Housing Pathways NSW	Occurs when a service user asks for a decision made by Argyle Housing to be formally reviewed.
Social Housing	Means secure, affordable housing for people on low to moderate incomes who meet certain eligibility requirements and who have a housing need. Can include public housing owned and managed by Government Housing Authorities, Community Housing Organisations (Argyle Housing), and other eligible organisations including Aboriginal Housing organisations.

4. Policy Details

Eligibility Criteria

- 4.1 To see the eligibility requirements for social housing in NSW refer to the Housing Pathways website.
- 4.2 To see the eligibility requirements for social housing in ACT refer to the Community Housing ACT website.
- 4.3 In special circumstances, Argyle Housing may approve an application for housing where the applicant does not meet the full eligibility criteria. This is called an 'out of guidelines' decision.

Supported Housing

- 4.4 Support services, as partners, may have nomination rights for designated properties that are part of a direct agreement with Argyle Housing. Generally, nominated applicants must be eligible for housing with the relevant Housing Authority and have an active application on the relevant Register. Additional eligibility criteria may also apply as outlined in the relevant agreements/policies/guidelines for each program.

Eligibility of Former Clients

- 4.5 A former Client is someone who previously lived in a property that was owned or managed by Argyle Housing, or another social housing provider and has since vacated the property.
- 4.6 To be approved, former Clients must meet the eligibility criteria for social housing based on the relevant eligibility requirements as linked above. A review of the applicant's tenancy history with Argyle Housing /other Social Housing Providers and private landlords may be used to determine any conditions that need to be met by the applicant before an offer of housing assistance will be made.
- 4.7 Former Clients applying for housing assistance can expect Argyle Housing to:
 - explain relevant conditions that support the applicant's eligibility for housing
 - explain documentation requirements that confirm eligibility
 - explain the products and services that are available
 - explain the reasons for ineligibility and/or conditions that relate to eligibility
 - explain and detail the relevant appeal process

Recorded Debts Owed to Social Housing Providers (other than Argyle Housing)

- 4.8 To see the eligibility requirements for social housing in NSW refer to the Housing Pathways website.

Reviewing an Approved Transfer application

- 4.9 Argyle Housing requires former clients who have a debt from a previous tenancy to agree to a payment plan to be eligible for social housing provided. If the debt to Argyle Housing exceeds \$500,

the applicant must demonstrate they have complied with a regular payment plan for over six months and provide proof of having sustained a tenancy for six months, before having their application made LIVE on the Social Housing Register, for offers from all Housing Providers.

- 4.10** However, no applicant will be offered an Argyle Housing tenancy if they have a Current or Previous debt with Argyle Housing, until such time as debt has been cleared.
- 4.11** Applications from ex-Clients who have had their tenancy terminated on the grounds of causing deliberate, serious, damage to the property or by behaving recklessly, or by causing injury to the landlord, someone acting on the landlord's behalf or someone in adjoining premises will be considered on a case-by-case basis. If approved, the ex-Client may be offered a fixed term lease. Argyle Housing will use the fixed term to determine a Client's ability to successfully maintain a tenancy. If after the completion of the fixed term period, Argyle Housing considers the Client can successfully maintain a tenancy, the Client will be offered a continuous lease agreement.

5. Appeals

If a Client believes Argyle Housing has made a wrong decision, they can ask for a formal review of the decision. To do this, they can complete an Appeals Form stating why they disagree with the decision. An appeal can be lodged by completing the 'I Want to Appeal Form' found on the Argyle Housing website www.argylehousing.com.au or available from any Argyle Housing office. The form, or a letter, can be emailed, posted, or delivered in person to any Argyle Housing office or submitted online via the Argyle Housing website.

If the appellant remains unsatisfied with the outcome of the first appeal, they can appeal to the Housing Appeals Committee (HAC) which is an independent appeals body specifically set up to consider appeals made by social housing clients in NSW. An appellant can access HAC by calling free call 1800 629 794 or can get more information from their Client Support Specialist.

Matters that the NSW Civil and Administrative Tribunal (NCAT) or the ACT Civil and Administrative Tribunal (ACAT) can resolve are not able to be appealed. For example, if Argyle Housing issues a Notice of Termination for breaches of the tenancy agreement.

See Argyle Housing's Appeal Policy for further information.

6. Related Policies and Documents

- 6.1** Delegation of Authority Schedule
- 6.2** Argyle Housing Policy Definitions Policy
- 6.3** Argyle Housing Procedures
- 6.4** Argyle Housing Appeal Policy
- 6.5** Modifications Policy
- 6.6** Your Rights at Argyle Housing Policy
- 6.7** NSW Housing Pathways Transfer Policy
- 6.8** Property-specific Complaints Policies Procedures and Tools National Community Housing
- 6.9** Housing Standard Reference
- 6.10** Changing Needs of Clients

Version Control

Version	Review Date	Author	Positions	Next Review Date
1.0	10/3/2014	D Skelton	GM BD&R	9/9/2014
2.0	20/5/2015	M. Ward	Operations Manager NSW	19/5/2016
2.1	1/5/2016	M. Ward	GM Operations	1/5/2017
3.0	18/12/2017	M. Reader	GM Operations	18/12/2018
3.1	21/2/2020	C. Doherty	Housing Services Manager	21/2/2022
3.2	05/12/2023	C.Tizzoni	Client Services Manager	05/12/2025