

# Policy Document

## Transitional Housing Policy

<b>Location</b>	Operations NSW/ACT
<b>Policy Type</b>	Social Housing Policy
<b>Version</b>	1.2
<b>Issue Date</b>	7 December 2021
<b>National Regulatory Code</b>	Performance Outcome 1- Tenant and Housing Services

### 1. OBJECTIVE

- 1.1. The Transitional Housing Policy outlines how Argyle Housing will manage and make allocations for Transitional/Supported Accommodation.

### 2. BACKGROUND AND SCOPE

- 2.1. Argyle Housing promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants 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).
- 2.2. Argyle Housing supports and encourages a person-centred and culturally sensitive approach to service delivery.
- 2.3. Argyle Housing promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.
- 2.4. This policy is intended to:
  - Ensure equitable access to all eligible people in need of transitional housing.
  - Maintain a fair, needs based allocations process and non-judgmental attitude to all applicants.
  - Ensure applicants are not discriminated against based on the grounds of ethnicity, gender, marital status, criminal history, physical and/or intellectual disability or sexual preference as outlined in relevant Anti-Discrimination, Human Rights and Equal Access Legislation requirements.
  - Provide an open and transparent allocations and review process.
  - Meet funding body and regulatory requirements for the allocation of Community Housing.
  - Provide clients with coordinated access to social housing products.
  - Generate stable communities.

### 3. POLICY DEFINITIONS

A Better Future for Our  
*Communities*



<b>Nomination Rights</b>	The right of a referral agency to recommend applicants for transitional housing provided by Argyle Housing.
<b>Transitional Housing</b>	Interim accommodation, generally from 3-18 months, for people that are experiencing homelessness or people who are at risk of homelessness.

#### 4. POLICY DETAIL

##### 4.1 To meet contractual obligations or service agreements with other parties with nomination rights for transitional housing

Argyle Housing manages some properties which are designated for particular target groups and these properties may be accompanied by contractual obligations, support agreements and specialised case management services.

- Transitional housing applicants are nominated by partner support agencies, who have nomination rights. These applicants are linked with support services and agree to register on the NSW Housing Register at the time of being allocated a transitional property.
- Properties with a designated purpose are in place to ensure that tenants living in these properties receive formal support from a partner support agency (or agencies) to maintain sustainability of the tenancy.

##### 4.2 Eligibility

As part of the Transitional Eligibility criteria all applicants must:

- be eligible for Social Housing; to be confirmed by the Access & Allocations Team
- if not registered for Social Housing, applicants must register within 7 days of being approved for housing.
- continue to work with support providers and continue to seek alternative accommodation in the private sector.

##### 4.3 Assessment

- Clients will be nominated by specific support services. All applications to be submitted on the "Nomination for Transitional Housing Form " along with up to date income details for all household members over the age of 18 and identification.
- The nomination form plus supporting documents are to be sent to Access & Allocations for Social Housing eligibility and HOMES check. These checks are to be completed within 24 hrs and returned to the Tenancy Officer for final decision.
- Once decision has been reached Tenancy Officer will notify client and support worker, if approved, of sign up details and provide the support service with the rent calculations for the tenancy. It is required that the client will pay 4 weeks of the rebated rent amount as a bond in advance, and the value of 2 weeks rebated rent in advance.



### 4.3 Sign Up

- At lease sign up the client will receive a Notice of Termination – End of Fixed Term. Each lease will be in 3-month allotments. A maximum of 6 lease allotments of 3 months (18 months total) will be given for any Transitional Housing Tenancy.
- A Bond payment will be charged to all transitional housing tenancies, and is equal to 4 weeks of rent payable. A sign-up will not occur without a bond payment/lodgement.
- Once sign up has been completed, the Nomination Form is to be signed off by Tenancy Officer and a copy sent to A & A for HOMES and a Copy placed on Castleton.
- Tenancy Officers will visit client 6 weeks after the sign up date for a property inspection. This is to ensure the client has settled in the property and attend to any maintenance issues that may arise.

### 4.4 Reviews

As part of the review process:

- Tenancy Officer, tenant & support worker will meet and discuss the tenant's efforts in trying to resolve their own long term housing need in the private rental market, any issues with property care and rental payments every 3 months. They must also have a LIVE application for NSW Social Housing; can be verified by Argyle Housing's Access & Allocations
- Tenancy Officer will complete a review form and send it, along with any supporting documents to the Access and Allocations Team to place on their file.
- If a tenant has not been able to establish a private rental by the 15 month review, they are to complete and provide to the Tenancy Officer a Change of Circumstances form, and submit, along with up to date income statements for all household members over the age of 18, and supporting documents verifying their attempts to resolve their housing needs to the Tenancy Officer.
- These documents will be sent to the Access and Allocations Team in order for a Priority Assessment to be carried out.
- Tenants living in Transitional Housing need only give 1 weeks' notice to vacate, to ensure the tenant is not disadvantaged and risk losing a permanent tenancy in Social Housing or Private Rental.
- Lease terms for Transitional Housing are restricted to up to 18 months only.

## 5. RELATED POLICIES AND DOCUMENTS

- 5.1. Delegation of Authority Schedule
- 5.2. Eligibility and Applying for Housing Policy
- 5.3. Argyle Housing Definitions Policy
- 5.4. National Community Housing Standards Reference – 1.1 Allocation of housing

### Version Control



Version No	Date	Author	Position	Next Review Date
1.0	2018	W Middleton	CEO Argyle Housing	
1.0	5/9/2018	J Roberts	Access and Allocations Team Leader	
1.1	24/09/2018	C Doherty	Housing Services Manager	24/10/2019
1.2	7/12/2021	C Tizzoni	Operations Manager	7/12/2022

