

110 Eligibility for Social Housing Policy

This policy details the eligibility requirements for social housing.

1. Scope

This policy applies to people who wish to apply for social housing. It does not cover the affordable housing program or Going Home Staying Home tenancies.

2. Principles

Social housing assists clients who are most in need. The eligibility criteria for social housing focuses on helping:

- People on low incomes that need support to help them live independently, and
- People on low incomes that have problems finding affordable housing in the private market that is suited to their needs.

3. Housing Pathways

Link Housing uses the NSW Housing Pathways and its eligibility criteria.

Housing Pathways is the way applications for housing assistance are managed in NSW. It is a partnership between the Family and Community Services (FACS) and participating community housing providers.

Housing Pathways provides:

- coordinated information about housing assistance
- a single application process
- common eligibility criteria for housing assistance
- a standard assessment process, and
- a single waiting list known as the [NSW Housing Register](#)

For detailed information on Housing Pathways please see this [Housing Pathways policy](#).

4. Eligibility for Social Housing

To be eligible for social housing, clients must:

- be a citizen or have permanent residency in Australia, and
- be a resident in New South Wales, and
- establish their identity, and
- have a household income within the income eligibility limits, and
- not own any assets or property which could reasonably be expected to resolve their housing need, and
- be able to sustain a tenancy, without support or with appropriate support in place, and
- if applicable, make repayments of any former debts to a social housing provider, and
- in general, be at least 18 years of age.

When an assessment of an application form has been completed, Link Housing will let the applicant know the outcome in writing.

For detailed information on eligibility, prioritising applicants and housing minors, please see this [Social Housing Eligibility policy](#) and this [Housing Pathways policy](#)

Note: Current tenants who wish to apply for a transfer will be assessed under the Link Housing Tenant Transfer and Management Transfer Policies.

5. Former Tenants Eligibility for Social Housing

Former Link Housing tenants who left their property without debt and in a satisfactory condition are eligible to reapply for housing. If they are not eligible for tenancy reinstatement as per the Transfer Policy, then they will be assessed the same as a general applicant.

Any former tenant who owes a debt to Link Housing will be eligible to go onto the waiting list but will not receive an offer for housing until the debt is cleared, or they have made regular repayments for 6 continuous months.

Any tenant who had a poor tenancy history, or who was evicted cannot be considered to go on the waiting list unless they can demonstrate to the satisfaction of Link Housing that they have adequate support in place and they are now able to maintain a satisfactory tenancy.

6. Legislative Framework and Related Policies

- Housing NSW Pathways Policies and Eligibility Criteria
- Residential Tenancies Act 2010
- Tenant Initiated Transfer Policy
- Management Transfer Policy

7. Privacy and Confidentiality

Link Housing will keep applicants', tenants' and residents' information and feedback confidential, in line with privacy laws and standards.

8. Complaints and appeals

An applicant for social housing who is not happy with a decision made by Link Housing or who believes that Link Housing has not followed this policy can appeal using the appeals policy that is available on the Link Housing website www.linkhousing.org.au or by phoning Link Housing on 9412 5111.

9. Quality Assurance

The Eligibility for Social Housing Policy will be formally reviewed every two years or when necessitated through a sufficient change in circumstances.