

# Community Housing

April 2009



## Fact sheet



### 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 والشفهية 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

Most people know about public housing, but not everyone knows about another kind of secure, affordable rental housing called community housing.

### What is Community Housing?

Community housing, along with public housing and Aboriginal housing, is a type of social housing provided in NSW. Community housing offers secure, affordable, long-term rental housing for people on low to moderate incomes with a housing need.

Community housing is managed by non-government community housing providers that are generally not-for-profit organisations managed by a Board of Directors. The homes are either owned by the government or rented from private landlords with government funding.

### Are there different types of community housing?

There are four types of community housing providers:

- Housing associations provide general social housing services and can assist with specialist services for tenants and the local community
- Tenant-managed housing co-operatives are managed by voluntary tenant members
- Religious and faith-based providers deliver supported crisis accommodation with access to counselling and support; food and clothing; youth, young parents, elderly and longer term homeless peoples services
- Crisis accommodation (CAP) providers are specialist service providers that support people who are homeless or at risk of becoming homeless and who are in crisis.

### Who is community housing for?

In most cases, to be eligible for community housing, you must be eligible for public housing. There are some exceptions which you would need to discuss with the community housing organisation.

### What rights do community housing tenants have?

Under Residential Tenancies Act 1987, community housing tenants must sign a lease with the community housing provider. The lease outlines the rights and responsibilities of the landlord and tenant.

### How much do community housing tenants pay?

You will generally not spend more than 25% of your assessable income on rent.

### Who looks after maintenance?

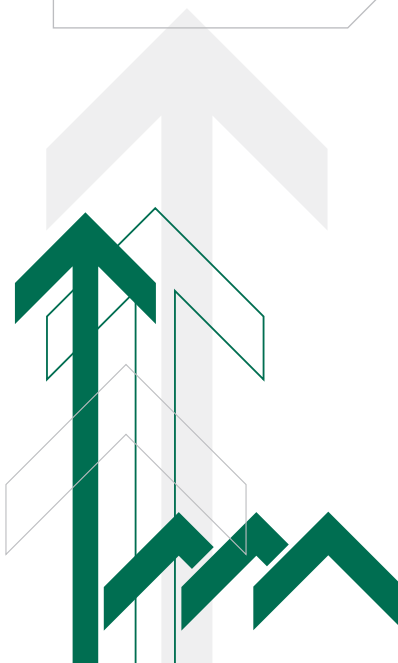
Community housing organisations look after day-to-day maintenance and will organise to carry out emergency repairs. A recent tenant satisfaction survey showed that nearly 80% of community housing tenants were satisfied with the condition of their home.

### Do community housing organisations provide good service?

Yes. Surveys carried out by Housing NSW have shown that community housing tenants are very satisfied with their homes and the services they receive. Housing NSW monitors the performance of community housing providers to ensure they continue to provide quality services to tenants.

### Can community housing tenants ask to be rehoused?

Yes. Community housing tenants can apply to their community housing organisation to be rehoused.



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.

## What happens if something goes wrong with a community housing provider?

It is very unlikely that something will go wrong with a community housing provider. If it does, Housing NSW will appoint a new provider to manage the properties. Tenants' rights do not change.

## How can tenants make a complaint about their community housing provider?

All community housing providers have complaints procedures. Usually, community housing tenants will take their complaint to their housing provider via a staff member or the Board of Directors.

For some issues, in particular tenancy or property management issues, tenants can take their complaint to the Consumer, Trader and Tenancy Tribunal (CTTT).

For appeals against some decisions made by the community housing provider, like approval for transfers, tenants are able to lodge an appeal with the Housing Appeals Committee.

## Can I get involved?

Community housing providers often involve tenants in their management and encourage participation. This helps the provider to deliver the right services that meet the needs of tenants and communities.

Different community housing providers have different approaches to tenant participation. Some providers invite tenants to sit on their management boards and others run local management committees. If you want more information about how to get involved, contact your community housing provider to find out what they are doing in your area.

## Need more information?

Visit [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au) or [www.communityhousing.org.au](http://www.communityhousing.org.au)

