

## Tenancy Guarantee Supplement

Use this form to apply for help to get a tenancy in the private rental market

### What is this form about?


This form is a supplement to the *Application for Housing Assistance*. It asks questions about why you need help to get a tenancy in the private rental market.

Your application will be assessed on the information you give us on these forms and at interview, if you have one.

### How to fill in this form

Before you fill in this form, you should speak to your local housing office about eligibility for Tenancy Guarantee assistance. You will also need to fill in the *Application for Housing Assistance* if you have not already done so.

To fill in this form:

1. read each question carefully
2. answer *all* the questions
3. print your answers, using a black or blue pen
4. provide documents that support your application. The questions that we need evidence for are marked on the form with . Information about the type of evidence we need is in the *Evidence Requirements Information Sheet*. If you did not receive an *Evidence Requirements Information Sheet* with this application, please ask for one from your nearest housing provider.

Please note: before we can assess you for Tenancy Guarantee, you need to complete the *Application for Housing Assistance*, as well as provide all the evidence requested.

### Where do I lodge this form?

You can lodge this form with any social housing provider in NSW, either in person or by mail. This includes all Housing NSW local offices and participating community housing providers. You can find details on the Housing Pathways website at [www.housingpathways.nsw.gov.au](http://www.housingpathways.nsw.gov.au)

### Help to fill in this form

If you need help to fill in this form, if you need an interpreter or if the reasons you are seeking assistance are too sensitive to write down, ask a staff member to help you. If there is one available, you can ask to see a male or female officer, and/or you can also ask for an Aboriginal officer.

### What if I am homeless?

If you have nowhere safe to stay tonight, please visit a local housing office and talk to us. If you need help after hours, please call the Housing NSW Temporary Accommodation Service on (freecall) 1800 152 152.

### For more information

For more information about applying for social housing assistance and whether you are eligible, see the Housing Pathways website at [www.housingpathways.nsw.gov.au](http://www.housingpathways.nsw.gov.au) or phone 1300 HOUSING (1300 468 746) 24 hours a day, seven days a week.

It is illegal for anyone working for Housing NSW or a community housing provider 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 anyone who works for Housing NSW or a community housing provider for helping you. If you have any information regarding possible corrupt conduct you can report it by calling 1300 HOUSING (1300 468 746).





## Tenancy Guarantee Supplement Application for Housing Assistance

Please use BLOCK LETTERS and print in black or blue pen only. Please mark relevant boxes with a . If you need more room to answer any question, please include details on a separate page and attach it to your application.

**Your name:**

Title   
Mr, Mrs, Ms, Miss

Last name or family name

First and middle name(s)

**Date of birth:**

**G1. Do you have any debts?**

Yes  
give details

No → Go to Q.G2

Type of debt	Total amount	Give details
<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
<input type="text"/>	\$ <input type="text"/>	<input type="text"/>

**G2. Who referred you for a Tenancy Guarantee assessment?**

Mark only one.

You (self-referral)

Housing NSW

Community housing provider (give details)

Name of community housing provider

A support service/landlord (give details)

Name of the service or landlord

**G3. Do you need help with rental bond?**

Yes

No

**G4. Have you had a Tenancy Guarantee before?**

Yes  
which agency gave you this Tenancy Guarantee?

No → Go to Q.G6

Name

Contact phone number

OFFICE  
USE  
ONLY

T-File Number

ARN Number



**G5. Do you owe money from a previous Tenancy Guarantee?**  Yes give details  No → Go to Q.G6

How much money do you owe? \$

Are you making repayments to clear the debt?  Yes  No

**G6. Do you have somewhere to live while you look for private rental?**  Yes where?  No → Go to Q.G7

**G7. Have you rented in the private rental market before?**  Yes what type of property did you rent?  No → Go to Q.G8

**G8. What have you done recently to find suitable accommodation in the private rental market?**

Name(s) of real estate agents you have approached:

Addresses of properties you have looked at:

**G9. If you have not been successful in getting a private rental property, what do you think the main reasons for this are?**

Mark all that apply.

- Can't afford properties – low income
- Can't afford properties – savings or assets
- Can't afford properties – extra medical expenses
- There are not many properties available that meet my needs
- No rental history – first time in private market
- Issues with violence/ abuse
- New migrant /refugee /Temporary Protection Visa holder
- Unpaid rental debt on a previous property

Answer boxes continue on the next page

- A recorded history of damage to property
- Aboriginality
- Cultural background
- Disability
- Sexual orientation
- Type or size of family
- Contact with criminal justice system
- Other – please specify

**G10. Have you been listed on a tenant database (e.g. TICA)?**

- Yes give details     
  No → Go to Q.G11     
  Don't know → Go to Q.G11

Are you addressing this issue?

- Yes     
  No

Which real estate agency listed you?

**G11. Do you agree to take part in evaluation of this service?**

- Yes     
  No

**Note:** From time to time, we may contact you to get your feedback about the services being provided to you. If this is okay, please mark the yes box.

Form continues on the next page

## G12. Notice and declarations

Under the *Housing Act 2001*, the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*, you must be told why your personal information (including health information) is being collected, how it will be used and whether it will be given or exchanged with another party.

Under the *Housing Act 2001* a fine of up to \$2,200 and/or three months imprisonment applies for making a false statement or representation. Anyone who wilfully makes any false statements that result in them obtaining accommodation or other financial benefit of any kind may be refused further assistance by housing providers or prosecuted.

**Notice:** Your personal information and any relevant health information provided on this form will be exchanged between social housing providers (public, community and Aboriginal housing) for the purpose of processing this application.

### Declaration

- I understand the instructions given on this application form.
- To the best of my knowledge, the information provided in this application form is correct.
- I understand there are penalties for giving false or misleading information.
- I understand that this application form is used by all social housing providers (public, community and Aboriginal housing).

Title   
Mr, Mrs, Ms, Miss

Last name or family name

First and middle name(s)

Signature

Date

**G13. Is there another person helping you to fill out this form?**

Yes  
If yes, that person should read and sign the declaration below

No

### Declaration from person assisting or completing this application on behalf of the applicant

- I filled in this form on the basis of the information the applicant gave me.
- I have read out the form and the answers to the applicant who seemed to understand them.
- I understand there are penalties for giving false or misleading information.

Title   
Mr, Mrs, Ms, Miss

Last name or family name

First and middle name(s)

Signature

Date

Contact phone number



# Interpreting services

If you need help with interpreting or translation because English is not your first language, phone the Translating and Interpreting Service on 131 450. They will phone the housing organisation and interpret for you for free.

## Arabic

إذا كنت بحاجة إلى المساعدة في الترجمة الفورية أو الخطبة لأن اللغة الإنجليزية ليست لغتك الأم، فالرجاء الاتصال بخدمة الترجمة الفورية والخطبة على الرقم 131 450 وسوف يتصلون هم بدورهم بالمنظمة الإسكانية ويترجمون لك مجاناً.

## Bosnian

Ako vam je potrebna pomoć prevodioca zato što vam engleski nije maternji jezik, nazovite Prevodilačku službu na 131 450. Oni će nazvati stambenu organizaciju i besplatno vam prevoditi.

## Chinese

如果英文不是你的第一語言而你需要傳譯或翻譯，可致電131 450聯絡翻譯及傳譯服務。他們將撥電房屋組織及免費為你傳譯。

## Croatian

Ako vam je potrebna pomoć u tumačenju ili prevodenju budući da vam engleski nije materinji jezik, nazovite Službu za prevodenje i tumačenje na 131 450. Oni će nazvati stambenu organizaciju i besplatno vam tumačiti.

## Farsi

اگر بخاطر اینکه زبان مادری شما انگلیسی نیست به ترجمه شفاهی یا کتبی نیاز دارید، به خدمات مترجمی و ترجمه همزمان به شماره 131 450 تلفن کنید. آنها بدون هیچ هزینه ای از یک مترجم استفاده کرده و برای شما به اداره مسکن تلفن می کنند.

## Greek

Αν χρειάζεστε βοήθεια με διερμηνεία ή μετάφραση γιατί τα Αγγλικά δεν είναι η πρώτη σας γλώσσα, τηλεφωνήστε στην Υπηρεσία Μεταφραστών και Διερμηνέων στο 131 450. Αυτοί θα τηλεφωνήσουν στον οργανισμό οικισμού (housing organisation) και θα διερμηνεύσουν για σας δωρεάν.

## Italian

Se necessitate di aiuto con interpretariato o traduzioni perché l'inglese non è la vostra prima lingua, telefonate al Servizio Traduttori e Interpreti al numero 131 450. Chiameranno l'organizzazione degli alloggi e vi faranno da interpreti gratuitamente.

## Khmer

\*បសិទ្ធិបើលោកអ្នក\* ត្រូវការជំនួយផ្នែកបកប្រែ\* បកស្រាយ និងយាយី សរសេរ ដោយព្រះព័ត៌មានសាមញ្ញគ្រឿងស្រព័ន្ធជាភាសាទី១របស់លោកអ្នក សូមទូរស័ព្ទទៅ\* កស្ម័ង បកប្រែបកស្រាយសរសេរ និងនិយាយ លេខ 131 450 ។ គេ នឹងទូរស័ព្ទទៅអង្គការជម្រុញទីលំនៅ ហើយបកប្រែជូន លោកអ្នកដោយឥតគិតថ្លៃ។

## Korean

영어가 모국어가 아니기 때문에 통역 혹은 번역 도움이 필요하실 경우 통 번역 서비스에 131 450으로 전화하십시오. 이들이 주택 기관에 전화하여 귀하를 위해 무료로 통역해 드릴 것입니다.

## Lao

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນດ້ານການແປ ເອກະສານ ຫຼື ການແປພາສາເນື່ອງຈາກວາພາສາອັງກິດບໍ່ແມ່ນພາສາທັ້ງຂອງທ່ານ ຈຶ່ງໂທຮະສັບທາ ບໍຣິການ ການແປເອກະສານແລະນາຍພາສາ ຕາມ ພາຍເລກ 131 450. ພວກເຂົາຈະໂທຮະສັບທາອີງ ການເຄຫະສະຖານ ແລະຈະແປພາສາໃຫ້ທ່ານໄດ້ ຍັບໍ່ຄິດຄ່າໃດໆ.

## Macedonian

Ako vi treba pomoć za usmeno ili pisмено преведување бидејќи англискиот не е ваш прв јазик, телефонирајте на Службата за усмено и писмено преведување на 131 450. Тие ќе се јават на службата за домување и бесплатно ќе ви преведуваат.

## Polish

Jeżeli potrzebujesz pomocy tłumacza, ponieważ angielski nie jest Twoim ojczystym językiem, zadzwoń do Telefonicznej Służby Tłumaczeń pod numer 131 450. Połączą Cię oni wówczas z organizacją mieszkaniową i pomogą Ci bezpłatnie się porozumieć.

## Russian

Если английский не является Вашим родным языком, и Вам нужна помощь с устным или письменным переводом, позвоните в Службу устного и письменного перевода (TIS) по номеру 131 450. Они позвонят в организацию жилищного хозяйства и бесплатно переведут для Вас беседу.

## Samoan

Afai e te manaomia se fesoasoani i le faaliliuina po o le faamatalaina ona o le gagana Faaperetania e le o lau gagana muamua lea, telefoni i le Auaunaga o Faaliliuupu ma Faamatalaupu i le 131 450. O le a latou telefoni i le faalapopotoga o fale ma faamatalaupu mo oe e sa'oloto e aunoa ma se togoti.

## Serbian

Ako vam je potrebna pomoć sa tumačenjem ili prevođenjem zbog toga što engleski nije vaš 'prvi' jezik, pozovite 'Prevodičaku i tumačku službu' na 131 450. Oni će pozvati stambenu organizaciju i besplatno prevoditi za vas.

## Spanish

Si necesita utilizar los servicios de un intérprete o traductor porque el inglés no es su lengua materna, comuníquese con el Servicio de Traducción e Interpretación llamando al 131 450. Dicho servicio llamará por teléfono a la organización de la vivienda y le brindará un servicio de interpretación en su idioma en forma gratuita.

## Tagalog

Kung kailangan ninyo ng tulong sa pag-iinterpretar o pagsasalinwika dahil hindi Ingles ang inyong pangunahing wika, tawagan ang Serbisyo ng Tagasalinwika at Pag-iinterpretar sa 131 450. Sila ang tatawag sa tanggapan ng pabahay at magsasalinwika ng libre para sa inyo.

## Turkish

İngilizce ana diliniz olmadığınızdan sözlü ya da yazılı tercümede yardıma ihtiyacınızın olması durumunda, 131 450 numaradan Yazılı ve Sözlü Tercümanlık Servisi'ni (Translating and Interpreting Service) arayınız. Servis, konut kuruluşunu arayıp sizin için ücretsiz tercümanlık hizmeti sağlayacaktır.

## Vietnamese

Nếu cần người giúp thông dịch hoặc phiên dịch vì tiếng Anh không phải là tiếng mẹ đẻ của mình, quý vị hãy gọi cho Dịch Vụ Thông Phiên Dịch theo số 131 450. Họ sẽ gọi cho cơ quan gia cư và làm thông ngôn cho quý vị miễn phí.