

Transfer and Mutual Exchange Supplement Public Housing Tenants Only

Use this form to apply for a transfer to another social housing property (including public housing and community housing) or to exchange properties with another public housing tenant

What is this form about?

This form is a supplement to the *Application for Housing Assistance*. It asks questions about your situation and the property you are in now.

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

What is the difference between Transfer and Mutual Exchange?


You may apply for a Transfer to another property if your existing home is no longer suitable. If you are eligible for a Transfer, you will be added to the social housing register while you wait for a suitable home to become available.

Mutual Exchange is a swap of homes between tenants. All public housing tenants can apply for a Mutual Exchange as long as they meet the eligibility criteria.

How to fill in this form

Before you fill in this form, you need to fill in the *Application for Housing Assistance* if you haven't 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 Transfer or Mutual Exchange, 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

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 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).



Transfer and Mutual Exchange Supplement for Public Housing Tenants 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:

DD / MM / YYYY

Provider preference options

T1. What type of social housing do you prefer? (Mark one only)

All available social housing options
(this includes public housing and Aboriginal Housing Office properties provided by Housing NSW and community housing provided by registered community housing providers)

Public housing and Aboriginal Housing Office properties only
(this is social housing provided by Housing NSW only)

Community housing only
(this is social housing provided by registered community housing providers only)

Your housing requirements

T2. Where would you prefer to live?

Note: While social housing providers will try to match people to their preferred area or town, specific locations cannot be guaranteed. Some areas have longer waiting times than others.

Area or town

T3. Would you accept a unit in a high rise building?

Yes

No

Note: A high rise building has more than seven floors and lift access to all floors.

T4. If you are applying as a single person household, would you accept a unit with a combined bedroom and lounge room (bedsitter)?

Yes

No

I am not a single person

OFFICE
USE
ONLY

T-File Number

ARN Number



T5. Do you or anyone on this application have any special housing requirements as a result of a medical condition, disability, child custody arrangements or other special circumstances?

Yes
give details

No → Go to Q.T6

(For example, this may include the need for an extra bedroom or a particular location, or level access for a wheelchair user or modifications such as a grab rail, etc.)

Name of person

Family name First name

Details of requirements

Reasons why the requirements are needed

Attach documents that support your answer. Refer to item 20 on the *Evidence Requirements Information Sheet* for details.



T6. Do you or anyone on this application have difficulty climbing stairs?

Yes
give details

No → Go to Q.T7

Note: There is a longer waiting time for properties with no steps because of the limited number of these properties.

Name of person

Family name First name

How many steps can this person safely manage?

0

1-2

Please mark the box showing the maximum number of steps this person can cope with:

3-5

6 or more

Attach documents that support your answer. See item 21 on the *Evidence Requirements Information Sheet* for details.



T7. Do you wish to be considered for an Aboriginal Housing Office property?

Yes

No

Note: This question only applies if you or a household member is Aboriginal or Torres Strait Islander.

To apply for Aboriginal housing, Aboriginality needs to be confirmed. See item 2 on the *Evidence Requirements Information Sheet* for details.



T8. Do you wish to be considered for a Senior Communities property?

Yes

No

Note: These properties are in complexes that are specifically for older people. To be eligible, you must be either: a single applicant aged 55 years and over or an Aboriginal and/or Torres Strait Islander aged 45 years and over; or part of a two person adult household where at least one person is aged 55 years and over or an Aboriginal and/or Torres Strait Islander aged 45 years and over.

Note about the remainder of this form

- If you applying for a Transfer only, please fill in questions T9, T10 (and T10a and T10b if relevant) and T11 then proceed to the Notice and Declarations in questions T19 and T20.
- If you are applying for Mutual Exchange only, please go to question T12 and fill in the rest of the questions from there.
- If you are applying for both Transfer and Mutual Exchange, please fill in every question.

Transfer applicants only

T9. Is your current property unsuitable because it is too big or too small?

Yes
give details

No → Go to Q.T10

Note: too big means the property has too many bedrooms and too small means it has too few bedrooms.

T10. Have you or your spouse found work in another location?

Yes
give details

No → Go to Q.T11



Attach documents that support your answer. See item 26 on the *Evidence Requirements Information Sheet* for details.

How many hours a week do you work?

→ Go to question Q.T10a

T10a. Do you or your spouse have any difficulties travelling to work from your current home?

(For example, there is no public transport available etc.)

Yes
give details

No → Go to Q.T10b

How long does it currently take you or your spouse to travel to work?

T10b. Do you give your permission for Housing NSW to contact your employer?

Yes
give details

Company name

Supervisor's name

Family name	First name
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Contact phone number

Address of employment

Postcode

Question continues on the next page.

No
If no, why not?

T11. Do you require a Transfer for compassionate reasons, such as to care for a sick relative?

Yes
give the reason and explain why it is difficult for you to travel to the required location from your current home

No



Attach documents that support your answer. See item 27 on the *Evidence Requirements Information Sheet* for details.

Mutual Exchange applicants only

T12. How many bedrooms do you need?
(You may mark more than one box)

Note: You will only be able to exchange to a property that has up to the number of bedrooms you are entitled to based on your household size.

bedsitter (For single person only)

1 bedroom 2 bedrooms

3 bedrooms 4 bedrooms

5 bedrooms or more

T13. What type/s of property would you prefer?

Mark all that apply.

house

villa (including single level townhouse)

townhouse (double storey)

townhouse (multi level)

terrace house

low rise unit

high rise unit

T14. Are there more than three internal or external steps in your current property?

Yes No

T15. Has your property been modified to enable wheelchair access?

Yes No

T16. Does your bathroom have a level access shower? (i.e. you do not have to step over a bath or a step to get into the shower)

Yes

No

T17. In question T2 above, you indicated where you would prefer to live.

Now, could you please provide us with a second and third choice of areas you would like to live in.

Choice 2
Area or town

Choice 3
Area or town

Information for Mutual Exchange applicants

If you are approved for Mutual Exchange, Housing NSW will send a letter with your name, application reference number, address and phone number to other tenants matched by the computer system to your property so they can contact you.

A Mutual Exchange Register, listing your property details and phone number, will be available to other tenants at Housing NSW local offices. Your name and address will not be listed. Tenants may look at this Register to find a suitable swap and may make contact with you to talk about swapping homes. If you do not give us a phone number, your address will be provided by staff to tenants interested in swapping with you, if they ask for it.

T18. I understand that Housing NSW will give the information I provide on this form that relates to exchanging my property (including my name, address and phone number) to other tenants interested in Mutual Exchange.

Yes

No
If no – your application cannot be registered for Mutual Exchange

Form continues on the next page

T19. 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	<input type="text"/>
Last name or family name	<input type="text"/>
First and middle name(s)	<input type="text"/>
Signature	<input type="text"/>
Date	<input type="text" value="DD / MM / YYYY"/>

T20. Is there another person helping you to fill out this form?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, that person should read and sign the declaration below	

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	<input type="text"/>
Last name or family name	<input type="text"/>
First and middle name(s)	<input type="text"/>
Signature	<input type="text"/>
Date	<input type="text" value="DD / MM / YYYY"/>
Contact phone number	<input type="text"/>

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 ដោយព្រះព័ត៌មានសាមញ្ញត្រូវស្រប ព័ន្ធនៃជំនាញស្រដៀងនឹងបកស្រាយលោកអ្នក សូមទូរស័ព្ទទៅក្រសួង បកប្រែបកស្រាយសរសេរ និងយាយី លេខ 131 450 ។ គេ នឹងទូរស័ព្ទទៅអង្គការជម្រុញទីលំនៅ ហើយបកប្រែចម្លង 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 'Prevodilačku i tumačku službu' na 131 450. Oni će nazvati 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.