

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 given to us on these forms and at an 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

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. if you need more space, please write on a blank page and attach it to the application
5. 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 Pathways social housing provider, or download it from the Housing Pathways website at www.housingpathways.nsw.gov.au.

Please note: before we can assess your Transfer or Mutual Exchange, you will need to complete the *Application for Housing Assistance*, as well as provide all the evidence requested

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.

Where do I lodge this form?

You can lodge this form with any Housing Pathways social housing provider across NSW, either in person or by mail. For a list of their contact details, go to www.housingpathways.nsw.gov.au.

What happens next?

Your application will be assessed and you will be notified of the outcome in writing. You may be contacted if further information about your application is needed.

What if I am homeless?

If you have nowhere safe to stay tonight contact the Link2home service (freecall) 1800 152 152 for assistance with overnight accommodation or visit a Housing Pathways social housing provider.

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 1800 422 322, 24 hours a day, 7 days a week.

It is illegal for anyone working for FACS 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 FACS or a community housing provider for helping you. If you have any information regarding possible corrupt conduct you can report it by calling 1800 422 322.

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 all relevant boxes with a . If you need more space, please write on a blank page and attach it to the application.

Your name:

Title

Mr, Mrs, Ms, Miss

Last name
or family name

First and middle name(s)

Date of birth:

Provider preference options

T1. What type of social housing do you prefer?

Mark one only.

- All available social housing options
(this includes public, Aboriginal and community housing managed by any Housing Pathways social housing provider)
- Public housing only - this includes public and Aboriginal housing managed by the Department of Family and Community Services (FACS).
- Community housing only (this includes community and Aboriginal housing managed by any Housing Pathways community housing provider)

Note: Housing Pathways social housing providers may use your details from the NSW Housing Register to make you an offer of affordable housing. They may also give your details to another social housing provider so they can make you an offer of social housing. For more information see the *Matching and Offering a Property to a Client Policy* at www.housingpathways.nsw.gov.au.

T1a. Do you wish to be considered for Aboriginal housing?

Yes No

Note: Aboriginal housing includes properties which are specifically for Aboriginal people and are managed by FACS or community housing providers, including Aboriginal community housing providers.

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 3 on the *Evidence Requirements Information Sheet* for details.

OFFICE
USE
ONLY

T File number

Client reference number

Application reference number

About your household

T2. Do you or anyone on this application receive either of these Centrelink allowances?

Mobility Allowance

Carer Allowance

No → Go to T3.



Attach proof. See item 20 on the *Evidence Requirements Information Sheet* for details.

Name of person

Family Name

First Name

T3. Do you or anyone on this application receive support from a person who is receiving a Centrelink Carer Payment or Carer Allowance?

Yes give details

No → Go to T4.

Name of person receiving support

Family Name

First Name

Name of carer

Family Name

First Name



Attach proof. See item 21 on the *Evidence Requirements Information Sheet* for details.

Contact phone number

Your housing requirements

T4. Where would you prefer to live?

Allocation Zone

Note: An allocation zone is a group of areas or towns where social housing is available. Some allocation zones have longer waiting times than others. For more information regarding allocation zones and expected waiting times go to www.housingpathways.nsw.gov.au.

T5. You may be offered a unit in a highrise building. Do you have any of the following reasons why you could NOT live in a highrise unit?

Medical condition or disability

Child or young person at risk

Note: A highrise building has more than seven floors and lift access to all floors. For further information see the *Social Housing Eligibility and Allocations Policy Supplement* at www.housingpathways.nsw.gov.au.



Attach proof. See item 22 on the *Evidence Requirements Information Sheet* for details.

T5a. Community housing providers will apply their own allocation policies when identifying a suitable client for an available property. If you want offers of community housing will you accept an offer of a highrise unit?

Yes

No

T6. If you are a single person household you may be offered a unit with a combined bedroom and lounge room (studio unit). Do you have any of the following reasons why you could NOT live in a studio unit?

Medical condition or disability

Require a carer

I am not a single person



Attach proof. See item 22 on the *Evidence Requirements Information Sheet* for details.

T6a. Community housing providers will apply their own allocation policies when identifying a suitable client for an available property. If you want offers of community housing will you accept an offer of a studio unit?

Yes

No

T7. 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 T8.

Name of person

Family Name First Name

Details of requirements

(for example, a need for an extra bedroom or a particular location, level access for a wheelchair user or modifications such as a grab rail)



Attach proof. See item 22 on the *Evidence Requirements Information Sheet* for details.

Why are the requirements needed?

T8. Do you or anyone on this application have difficulty climbing stairs?

Yes give details No → Go to T9.

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

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

0 1-2
 3-5 6 or more

Attach proof. See item 22 on the *Evidence Requirements Information Sheet* for details.



T9. 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 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 are applying for a Transfer only, please fill in questions T10 and T11 (and T11a and T11b if relevant) and T12, then proceed to Notice and Declarations in T20 and T21.
- If you are applying for Mutual Exchange only, please go to question T13 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

T10. Is your current property unsuitable because it is too big or too small?

Yes give details No → Go to T11.

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

T11. Have you or your partner found permanent work in another location?

Yes give details No → Go to T11a.

Attach proof. See item 24 on the *Evidence Requirements Information Sheet* for details.

How many hours a week do you work?



T11a. Do you or your partner have any difficulties travelling to work from your current home?

(for example, there is no public transport available)

Yes
give details

No → Go to T12.

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

T11b. Do you give your permission for FACS 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
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No
if no, why not?

T12. Do you require a Transfer for compassionate reasons, such as to care for a sick relative?



Attach proof. See item 25 on the *Evidence Requirements Information Sheet* for details.

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

No → Go to T13.

Mutual Exchange applicants only

T13. 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.

studio (for a single person only)

1 bedroom

2 bedrooms

3 bedrooms

4 bedrooms

5 bedrooms or more

T14. 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

T15. Are there more than three internal or external steps in your current property?

- Yes No

T16. Has your property been modified to enable wheelchair access?

- Yes No

T17. Does your bathroom have a level access shower?

(for example, you do not have to step over a bath to get into the shower)

- Yes No

T18. In question T4 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
Allocation zone

Choice 3
Allocation zone

Information for Mutual Exchange applicants

If you are approved for Mutual Exchange, FACS 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 FACS 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.

T19. I understand that FACS 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

T20. FACS Privacy Notice

This privacy notice applies to the Department of Family and Community Services (FACS) which includes the following entities: the Land and Housing Corporation and the Aboriginal Housing Office. FACS and its related entities comply with NSW privacy legislation when collecting and managing personal and health information. The information we collect from you or from an authorised third party will be held by FACS or the entity that collects it. It will be used to deliver services and to meet our legal responsibilities. We may also use your information within FACS as a whole to plan, coordinate and improve the way we provide services. FACS is also legally authorised to disclose information to outside bodies in certain circumstances.

Further information about your privacy rights can be found on the FACS website: www.facs.nsw.gov.au/site_information/privacy or by calling: 02 9377 6000.

Notice and Declarations

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 social 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 assessing your continuing eligibility for social housing and providing an appropriate service. FACS may also collect information from your former social housing landlord or their agent (if you have one), including information about any debt.

Declaration

- I understand the instructions given on this application.
- To the best of my knowledge, the information provided in this application is correct.
- I understand there are penalties for giving false or misleading information.
- I understand that this information is used by all social housing providers (public, community and Aboriginal housing).
- I understand and agree that FACS may collect information from my former social housing landlord or their agent, including information about any debt.

Title
Mr, Mrs, Ms, Miss

Last name or family name

First and middle name(s)

Signature

Date

T21. Is there another person helping you to fill out this form?

Yes No
that person should read and sign the declaration below

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

- I have filled out 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 Phone