

Transitional Housing

What is Transitional Housing?

The Women's Housing Company provides Transitional Housing in partnership with Specialist Homelessness Service (SHS) providers.

Transitional Housing is time-limited subsidised housing combined with a program of specialised support to assist you to get back on track and secure suitable long term housing.

Transitional tenancies are offered for three months at a time, up to a maximum of 18 months, depending on individual circumstances.

How do I become a tenant?

SHS providers nominate their clients for transitional housing, once they have checked that eligibility criteria has been met, which includes:

- Being homeless or at risk of homelessness,
- Being eligible for assistance under the NSW Government's Housing Pathways policies, and
- Committing to work with the SHS provider through an individual goal support plan.

We review nominations from SHS providers and determine the best match of person to property, to give every opportunity for a successful tenancy.

When a suitable vacancy is available, we make an offer of transitional housing and you have the choice to accept the offer or not.

If you accept the offer, we will sign a standard Residential Tenancy Agreement for an initial three months lease.

Your SHS provider is invited to the lease signing appointment and we work together to ensure you understand your tenancy obligations and the conditions of Transitional Housing.



What are my tenancy obligations?

As a tenant, you must meet all of the terms and conditions of the Residential Tenancy Agreement, including:

- Pay your rent on time,
- Keep your home clean, undamaged and leave it in the same condition it was in when you moved in, excluding fair wear and tear,
- Respect neighbours' right to peace and quiet,
- Not allow unauthorised people to move in,
- Not use the property for illegal purposes.

In most cases, having visitors at your home is fine, so long as they don't disturb your neighbours. If you think your visitors may need to stay overnight or for a few days, it is best to check with your Tenancy Manager and your SHS Case Worker, as some restrictions may apply.

As a tenant of Transitional Housing, you are expected to actively engage with your SHS provider towards achieving your goal support plan. This includes identifying suitable long term housing in order to exit Transitional Housing, before the maximum time period expires.



What happens when I move in?

Your SHS provider will help you to settle into your home and work with you towards achieving your individual goals, which could include addressing any issues that may be a barrier, or developing skills needed for successful independent long term housing.

How is my tenancy monitored?

When you are nominated for Transitional Housing, you provide consent for us to share information with your SHS provider.

Your WHC Tenancy Manager keeps in regular contact with your SHS Case Worker and we share information that is relevant to assisting you to sustain a successful tenancy.

Your WHC Tenancy Manager will visit you at home, to conduct property inspections and to check that you are meeting your tenancy obligations. We will always invite your SHS Case Worker to attend these home visits with us, to provide you with support as required.

Throughout your tenancy, your SHS Case Worker will conduct some support appointments at your home. This is done so your SHS provider can help you to meet your obligations as a tenant.

When we send you correspondence, such as a property inspection notice or advice about your rent account, we also send a copy to your SHS Case Worker. They can help you to respond to our correspondence if required.

Will my lease be renewed?

If you meet all of your tenancy obligations, remain eligible for Transitional Housing, and continue to engage with your SHS provider, we will offer to renew your lease for another fixed term period.

We will tell you when your current lease is expiring and may be terminated, unless you stay eligible and engaged with your SHS provider.

We ask your Case Worker about your level of engagement and your progress towards securing suitable long term housing. This advice influences our decision to either offer a lease renewal or to terminate your lease at the end of the fixed term.

If you are no longer meeting your tenancy obligations, or no longer engaging with support, or if you have been in Transitional Housing for the maximum allowable period, we will not renew your lease. A tenancy termination notice will be sent and you need to move out of the property.

Exit options may include share-housing, private rental accommodation or social housing. If your exit plan includes social housing, you will need to keep your application on the NSW Housing Register up to date, completing a Change of Circumstances form if there are any changes that might impact your application.

What if my situation changes?

Please tell us if anything changes that might affect your eligibility or the rent that we charge.

For example, if your income changes, you have 21 days to tell us, so we can adjust your rent charge.

If you need to be away from home for more than four weeks, please let us know in advance.

If you have any questions or concerns during your tenancy, you should contact your SHS provider or the WHC. By working together, we can resolve any problems and ensure a successful tenancy.

More Information

This factsheet provides a general summary only. For full details, please check the policies on our website: www.womenshousingcompany.org.au