

Transitional Housing

What is Transitional Housing?

Transitional Housing is subsidised housing combined with specialised and tailored support to assist you to get back on track and secure long-term sustainable housing.

The Transitional Program is time-limited, offering housing and support for up to 18 months.

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

How do I become a tenant?

SHS providers nominate clients who meet the following eligibility criteria:

- homeless or at risk of homelessness,
- actively engaged with the SHS provider through an individual goal support plan, and
- women, with or without dependent children, depending on the SHS Program.

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 calculate your rent subsidy based on your household income, provide you with information to help you manage your tenancy and sign a standard Residential Tenancy Agreement for an initial fixed term lease period.

Your SHS Case Manager will attend the lease signing appointment and we will 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 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 cause damage or disturbance. If your visitors need to stay overnight or for a few days, it is best to check with your Tenancy Manager and your SHS Case Manager, as restrictions may apply.

As a tenant of Transitional Housing, you are expected to actively engage with your SHS Provider by setting and working towards achieving your goal. This includes identifying suitable long-term housing to exit Transitional Housing within the maximum of 18 months.



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 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 Manager, 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 Manager to attend these home visits with us, to provide you with support as required.

Throughout your tenancy, your SHS Case Manager 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 Manager. They can help you to respond to us, if required.

Will my lease be renewed?

If you meet all 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 that it may be terminated unless you are still eligible for the program.

We ask your Case Manager about your level of engagement and your progress towards securing 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 will 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 regularly update your application on the NSW Housing Register.

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.

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 help you have 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