

Housing Plus regularly reviews its policies ensuring that our existing and future customers have access to current and effective policies that are aligned with relevant legislations, Homes NSW, feedback from customers and stakeholders and best practice in Community Housing. Check out our fact sheets too, created to make finding information easier for you.

## UPDATED POLICIES

As of February 2025, we have updated the following policies. You can access them via our website [HERE](#)



### Allocations Policy

This policy was previously called "Matching and Offering a Property Policy." It has changed the time applicants have to respond from five to two business days. The policy makes sure homes are given out fairly, clearly, and correctly.



### Children and Young People at Risk Policy

This policy has been simplified but still focuses on the safety and wellbeing of children and young people. It has clear rules about reporting, working with other agencies, and keeping information private.



### Customer Feedback, Appeals, and Complaints Policy

This policy used to be called "Customer Feedback and Complaints Policy." It now includes feedback, appeals, and complaints in one. The focus is on being clear, supporting customers, following rules, and always getting better.



### Eligibility Policy

This policy explains the rules for who can get social housing. It makes sure the assessment process is clear and fair. It also helps people access housing through Housing Pathways.



### Sustaining Tenancies Policy

This policy now focuses more on early help, understanding trauma, and putting people first. It introduces support for those facing hardship and explains what "at risk tenancy" and "complex needs" mean.



## UPDATED POLICIES CONTINUED

As of February 2025, we have updated the following policies. You can access them via our website [HERE](#)



### Water Charges Policy

This policy was previously called "Water Charging Policy." It now clearly explains how water charges are calculated and ensures that tenants in financial hardship are supported.



### Ending a Tenancy Policy

This policy explains how to end a tenancy in a clear and fair way. It focuses on tenants' needs in special situations and describes the support available. It also explains how Housing Plus check the property and deal with things left behind.



### Rent Setting Policy

This policy now sets the minimum rent at \$10 per week. It includes rules to prevent rental fraud and handle rent-related issues. It also covers charges for empty bedrooms and checks if tenants still qualify for social housing during rent reviews. This policy also includes updated parameters for ineligibility for Social Housing, including bankruptcy and real property ownership.



### Responding to Domestic and Family Violence Policy

This policy has been updated to follow best practices and keep people safe, while using updated language. The policy includes housing support, emergency options, and safety measures for properties.

The recent review and update of our policies have led to combining information. As a result, the following policies are no longer in use:

- **Rental Fraud Policy:** Now part of the Rent Management Policy.
- **During a Tenancy Policy:** Information now covered in new Occupancy, Pets, Property Access and Inspections, and Rent Management policies.

For more information call 1800 603 300



## NEW POLICIES

As of February 2025, we have created the following policies. You can access them via our website [HERE](#)



### **Affordable Housing Policy**

This new policy outlines Housing Plus's approach to allocating and managing affordable housing.



### **Occupancy Policy**

This new policy explains how many people can live in a home, the rules for visitors, and what to do if you are away for a while. It helps make sure social housing is used fairly.



### **Pets Policy**

This new policy explains what pets are allowed, how to follow local pet rules, and how to take care of pets. It also deals with problems like noisy pets.



### **Property Access and Inspections Policy**

This new policy explains the rules for entering and inspecting homes. It helps keep properties in good condition, safe, and respects tenant rights.



### **Use of Property Policy**

This new policy helps tenants get along with their neighbors and explains the rules for running a business from home. It makes sure tenants know their rights and responsibilities.



### **Former Tenancy Policy**

This new policy explains how Housing Plus classifies former tenancies and what former tenants need to do to become eligible for the Housing Pathways waitlist again.

