

WHAT IS SAHF SOCIAL HOUSING?

Social housing is designed to provide affordable, stable accommodation for households with low to very low incomes, with a particular focus on supporting vulnerable individuals.

Rent in social housing is typically assessed at 25-30% of the household's assessable income, helping to ensure that residents can also manage other essential living expenses such as food, clothing, transport, medical care, and education.

ELIGIBILITY

Eligibility for social housing primarily depends on your household income, with minimum and maximum limits set by NSW Government and depending on the property and the size of your household. This review may be done three, six monthly or annually.

To be eligible, you must also meet the following criteria:

- Be an Australian citizen or permanent resident
- Not own any other property that could reasonably be used to meet your housing needs
- Be able to sustain a tenancy successfully.



SUPPORT ASSESSMENTS

The SAHF Program is designed to help tenants live more satisfying and independent lives by providing access to supports and services tailored to their individual needs. This is achieved through the following assessments:

- **Tenant Needs Assessment:** Completed within six weeks of moving into social housing, this assessment reviews the support the tenant's and occupant's needs based on their situation when moving into a SAHF property.
- **Tenant Needs Reassessment:** An annual review of the tenant's and occupant's support needs to ensure their plan is up-to-date with any changes in their circumstances.
- **Tenant Support Service Plan:** A plan created after the assessment or reassessment, detailing the support and services needed for the tenant and occupants to transition into the private market.

Our Support Coordinator works alongside your Housing Officer throughout your tenancy to ensure you have access to the necessary support services tailored to your needs.



RENT REVIEW

Housing Plus will conduct rent reviews based on the following schedule:

Income source	Rent charged	Frequency of rent review	Period of income assessed
Regular wages	Market	Annual	Current income
Wholly government benefits	Below market	Bi-annual	Future benefits
Casual employment supplemented with government benefits	Below market	Quarterly	Previous 12 weeks of income

Note: In addition to the above review timeframes set by the Department of Communities and Justice, the NSW Community Housing Rent Policy (Clause 5.6) requires tenants' eligibility for a rent subsidy to be reassessed every 6 months, regardless of the schedule above. You are required to ensure Housing Plus is provided with all the required information to conduct your rent review.

TENANCY MANAGEMENT

Your tenancy is managed by one of our Housing Officers. For any tenancy-related matters, our Housing Officers are contactable by calling 1800 603 300 or emailing tenancy@housingplus.com.au.

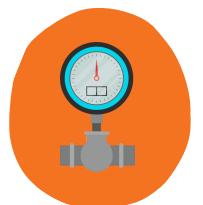
ROUTINE INSPECTIONS

Your Housing Officer will carry out routine inspections of your property up to four times a year.



BI-ANNUAL WATER METER READS

SAHF properties are equipped with both a Council meter and a sub-meter. Water usage is recorded every six months by Housing Plus, and the relevant charges will be invoiced to the tenant accordingly. Please ensure easy access to meter locations.



ANNUAL SMOKE ALARM CHECKS

An annual smoke alarm check will be conducted to ensure all smoke alarms in the property are present, properly installed, and in working order. These checks are a legal requirement for tenant safety and will be carried out by a contractor on behalf of Housing Plus. You will be notified in advance of the scheduled check.



PAS INSPECTIONS

Property Assessment Surveys (PAS) are conducted every three years across all SAHF properties. These inspections help identify any maintenance or upgrades needed to ensure the property meets Asset Performance Standards. Tenants will be informed prior to the inspection and may be asked to provide access to the property.

LAWN MAINTENANCE

Housing Plus engages a grounds maintenance contractor to undertake lawn mowing and weeding in the front yard only. Tenants are required to ensure the lawns are free and clear to ensure the service can be carried out as scheduled. All other lawns and outdoor areas are the tenant's responsibility to maintain. Common areas are maintained by our grounds maintenance contractor.

SOLAR PANELS

If your property includes solar panels, you must notify your energy provider to ensure you receive any applicable solar rebates. Housing Plus does not manage this process.

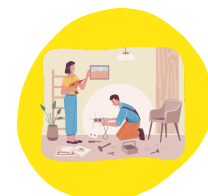
GAS CONNECTION

If the property has a gas connection, the tenant is responsible for setting up an account with a gas provider and paying all associated bills.



WATER TANKS

Recycled water from the rainwater tank is used for flushing toilets and operating the laundry. Please be mindful of water use during dry periods.



WATER PUMPS

The property includes an automatic "Rain to Main" switch. When tank levels are low, the system will automatically switch to the main water supply. This may increase your water usage account.

HOT WATER SYSTEMS

Some hot water systems include a booster function. To help extend the life of the system, we ask tenants to use the booster only when necessary.

DWELLING

SAHF dwellings are designed to be adaptable for disability modifications. Showers are step free for accessibility and it is normal for some water to escape under the glass door. Please use floor mats or squeegees as needed to manage water flow.

REPAIRS AND MAINTENANCE

Housing Plus has a dedicated team to manage your repairs and maintenance enquiries. You can log all requests by calling 1800 603 300 or emailing repairs@housingplus.com.au. Please include your name, property address, and a brief description of the issue when making a request.