



You can lodge a 2nd tier appeal with the Housing Appeals Committee regarding any of the following matters.

Please note: An internal 1st tier appeal with your housing provider is mandatory before we can hear your matter.

Eligibility for Social Housing

- Eligibility for social housing
- Removal from the social housing register
- Reactivation of a closed application
- Eligibility of people classified as unsatisfactory or ineligible former tenants

Priority Housing

- Eligibility for priority housing
- Locational need

Minors

- Eligibility for a minor to be listed on the HNSW Housing register

Housing Assistance for the Elderly

- Eligibility for housing assistance to an elderly client
- Eligibility for special consideration as an Aboriginal elderly client

Housing Entitlement

- Type and size of dwelling
- Modifications or special features of dwelling needed for medical needs
- Assessment of bedroom entitlements when a Vacant Bedroom Charge is applied. *Clients cannot appeal the decision to apply the vacant bedroom charge (Public Housing only)*

Private Rental Subsidy Assistance (Public Housing Only)

- Ending or tapering Private Rental Subsidy assistance following an individual or scheduled review
- Ending assistance due to refusal of an offer
- Review of whether the offer was a reasonable rejection and the subsidy should be reinstated

Youth Private Rental Subsidy (Public Housing Only)

- Ending or cancelling a Youth Subsidy following a review
- Decision to commence tapering of a Youth Subsidy
- Decision to vary the rate of tapering applied to a subsidy

Recognition as a Tenant (Public Housing Only)

- Eligibility for Recognition as a Tenant
- Eligibility for a provisional lease

TIMEFRAMES

3 months

3 months

3 months

No limit

3 months

3 months

3 months

3 months

3 months

3 months

3 months

3 months

7 days

7 days

7 days

7 days

7 days

7 days

7 days



Succession of Tenancy 2 (Community Housing Only)

Eligibility to be granted succession of tenancy

Matching and Offering a Property

- Whether an offer is considered 'reasonable' (e.g. type, location, size)
- Removal of the applicant from the housing register for refusal of offers
- Reasonableness of offers made when a Vacant Bedroom Charge is applied

Joint Tenancies

Eligibility for joint tenancy

Rentstart Bond Loans (Public Housing Only)

Eligibility for Rentstart assistance, including Temporary Accommodation, Tenancy Assistance, Rentstart Move, Advance Rent and Rentstart Bond Loan

The amount of assistance provided under Rentstart Bond Loan. For example, the amount of bond assistance and/or Advance Rent provided.

Decision to decline a client applying for their third Bond Loan

Decision to suspend a client's access to further Rentstart assistance

Decision to decline an application when a client reapplies and they are suspended from further assistance

Decision to decline a payment variation request

Decision to decline a payment deferral request

Eligibility for Emergency Temporary Accommodation (FACS HNSW)

Eligibility for assistance (Public Housing only)

Transfer

Eligibility for transfer

Category of transfer approval granted/Eligibility for priority transfer

Locational need

Eligibility for tenancy reinstatement

Relocating Tenants for Management Purposes

Notice of Intent under Section 149 of the Residential Tenancies Act 2010 that the social housing provider intends to issue a Notice of Termination where a tenant has been offered alternative social housing premises

Charging Rent

Calculation of rent subsidies

Cancellation of rent subsidies

Eligibility for a rent subsidy

TIMEFRAMES

7 days

3 months

3 months

3 months

3 months

48 hours

48 hours

48 hours

48 hours

48 hours

48 hours

48 hours

48 hours

3 months

3 months

3 months

3 months

14 days

3 months

3 months

3 months



Modifications to Property

Need for modifications for disability/medical reasons only

Mutual Exchange (Public Housing Only)

Eligibility for Mutual Exchange

Absence from Dwelling

Request for absence from dwelling

Decisions in relation to rent calculated during absence from dwelling

Length of Lease (Public Housing Only)

Type and length of lease offered when entering public housing

Type and length of lease offered after a lease extension

Notice under Section 145 of the Residential Tenancies Act 2010 that a tenant is no longer eligible to reside in public housing

Eligibility for an extension of a lease as a result of a change of circumstances following a lease review

Tenant Charges

Charges at vacation of dwelling where not covered by NCAT orders

Aboriginality

Confirmation of Aboriginality

Categorising a Tenancy (Public Housing Only)

Former tenant category

Eligibility for Statement of Satisfactory Tenancy

Affordable Housing (Community Housing Only)

Eligibility and ongoing eligibility

Rent setting and review

Allocations

Antisocial Behaviour (ASB) Policy

ASB 1st and 2nd strike notices

Water Charges (Community Housing only)

Grant of a water usage allowance as per policy

Method of calculation of water charges

**HAC cannot hear appeals on actual water usage charges for tenants with separate meters*

TIMEFRAMES

3 months

3 months

3 months

3 months

30 days

30 days

30 days

30 days

3 months

3 months

3 months

3 months

3 months

3 months

3 months

21 days

3 months

3 months