

How is the rent calculated?

Apart from some housing programs that have separate rent setting arrangements the rent is based on household's assessable income and is calculated in keeping with the Community Housing Rent Policy implemented by NSW government.

The following table shows the percentage of income payable by different members of a household:

Assessment Rate	Tenant/other household member
25%	The tenant, their spouse or live in partner, irrespective of their age. All other persons living in the household who are aged 21 years or over.
15%	People living in the household aged 18 to 20 years inclusive who are not the tenant, their spouse or live-in partner Family Tax Benefit Part A & B.
Nil	Persons living in the household aged under 18 years who are not the tenant, their spouse or live in partner are not assessed for rent-setting purposes.

Visit our website at www.chl.org.au



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

ABN 11 062 802 797 ABN 75 112 324 384

NSW Offices

**To contact your nearest CHL Office call
1300 CHL HOUSING (1300 245 468)**

Parramatta Office

Shop 4/20 Charles Street, Parramatta NSW 2150
F: 02 9891 7611

Coffs Harbour office

1/19 Park Ave (PO Box 2523) Coffs Harbour NSW 2450
F: 02 6651 6240

Kempsey office

57 Elbow St (PO Box 3004) West Kempsey NSW 2440
F: 02 6583 6520

Erina office

Suite 3.11, Platinum
4 Ilya Ave (PO Box 3307) Erina NSW 2250
F: 02 4265 7555

Port Macquarie office

Suite 2, 66 Lord St (Po Box 837) Port Macquarie NSW 2444
F: 02 6583 6520

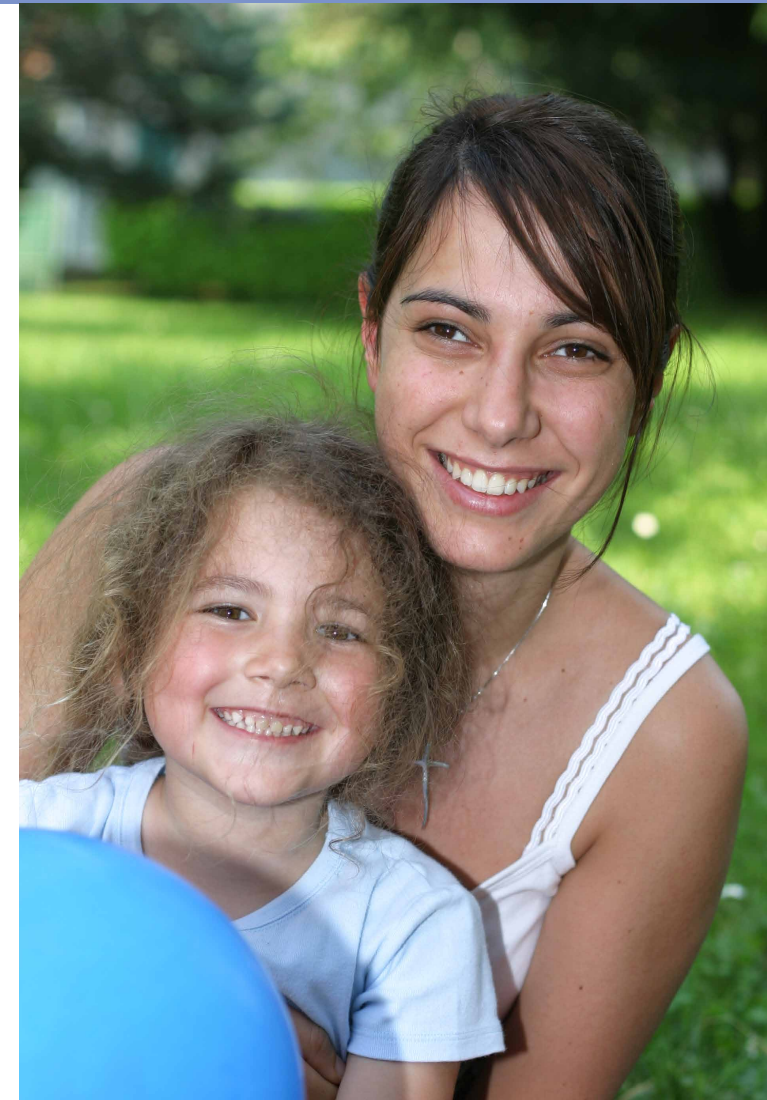
Taree office

183-185 Victoria St (PO Box 113) Taree NSW 2430
F: 02 6550 0115

Wollongong office

Synergy Business Centre
Level 1, 1 Burelli St (PO Box 5335) Wollongong NSW 2500
F: 02 4254 1001

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www.chl.org.au



COMMUNITY HOUSING LTD
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**General
Information
on Tenants
& Tenancies**

Who we are?

Community Housing Limited (CHL) is an international not for profit affordable housing company providing services in four countries including Australia, Chile, Timor Leste and India. It has over 22 years of experience in the delivery of affordable housing to those in highest need.

What we do?

CHL assist people in housing need with access to affordable housing in which tenants pay less than 80% of the market rent. As an alternative to private rental, our services ensure that people who have low incomes can find a dependable housing arrangement so their children can attend the local school, the parent or parents can maintain employment or study, and the family can generally have enough money to live on.

Where we are?

CHL has a portfolio of more than 5600 dwellings of various sizes that are dotted throughout Australian city suburbs and rural centres. CHL in New South Wales manages more than 1350 properties that are allocated in the Sydney Metropolitan, Wollongong, Central Coast, Hunter Valley, Mid North Coast and North Coast area.



Type of Housing Available?

CHL provides accommodation for singles, couples and families. The size and type of accommodation offered will depend on the type of housing available and on your housing needs.

How to apply?

From the 27th April, 2010 a new application process with a common housing register, known as Housing Pathways, is in place for community and public housing providers across NSW.

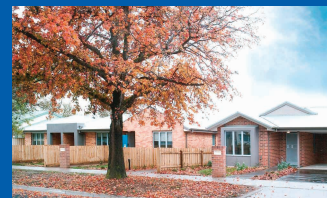
This means you can apply for any type of housing assistance within NSW, both public housing and community housing, using the same social housing application form.

You can apply for social housing at the office of your local community housing provider as well as any office of Housing NSW within NSW. For the contact details of our offices and further information please see the back page of this brochure or visit our website at www.chl.org.au

To ensure that CHL assists clients who are most in need, the eligibility criteria for social housing concentrates on assisting:

- Clients on low income that need support to help them live independently, and
- Clients on low income that have problems finding affordable housing in the private market that is suited to their needs.

When an assessment is complete, the client will be notified in writing of the outcome of the assessment.



Eligibility

To be eligible for social housing, clients must:

- Be a citizen or have permanent residency in Australia,
- Be resident in New South Wales (NSW), and
- Establish their identity,
- Have a household income within the income eligibility limits,
- Not own any assets or property which could reasonably be expected to resolve their housing need,
- Be able to sustain a successful tenancy, with or without support and,
- Be at least 18 years of age.

The time that a client will wait on the NSW social housing register depends on:

- The number of vacancies,
- The supply of social housing in the area, including the number of social housing providers,
- The number of people waiting for the same type of housing in the same area who have been waiting longer,
- Willingness to accept offers of both public and community housing
- The number of people who have demonstrated a high need to be housed,
- The number of applicants leaving the NSW housing register.

Clients may change their preference to an area with a shorter waiting time, or change their provider preference, at any time prior to a housing provider making an offer of housing. Applications for housing assistance can be lodged in person or by mail.

