

Applying for Housing Factsheet

About Us

North Coast Community Housing Company Ltd (NCCH) is a not-for-profit company managing long-term social housing for eligible people with special needs and people on low and moderate incomes in the far north coast of New South Wales.

NCCH covers a wide geographic area and our local government areas include Tweed Heads, Byron Bay, Lismore, Richmond Valley, Tabulam, Ballina and the Clarence Valley.

As well as supporting individuals and families on lower incomes, some of our properties are managed in collaboration with other local community support agencies. These properties provide supported housing for groups including:

- Women and children escaping violence
- People with intellectual and physical disabilities
- People living with a mental illness
- Young people
- People in recovery
- Other households that require support to help them maintain a tenancy with us.

Eligibility

To be eligible for housing with NCCH, you must:

- Be an Australian citizen or permanent resident
- Be a resident of New South Wales
- In general, be over 18 years of age
- Not own a property where you can live
- Be able to maintain a tenancy with us.

Importantly, your total household income must be within the limits currently set for Social Housing in NSW. You can find out more about these limits at:

<https://www.facs.nsw.gov.au/housing/policies/social-housing-eligibility-allocations-policy-supplement/chapters/income> .

You can also get detailed information about the social housing eligibility requirements, including the household income limits, from one of our offices.

Providing homes, Improving lives, Strengthening communities

Applications and the waiting list

In NSW, there is a single Housing Register (or waiting list) for social housing. You can apply to be on this waiting list either online at forms1.facs.nsw.gov.au/register/AHA/ or via telephone on 1800 422 322.

You will be asked to complete an application for housing. You will also be asked to provide documents that establish your identity. You will also need to provide proof of the income received by yourself and all other members of your household.

Depending on your background or situation, you might also need to provide:

- Proof of your aboriginality; or
- Additional information about any medical conditions or disabilities; or
- Proof that you can sustain a tenancy with NCCH.

If you are eligible for social housing, you will be placed on the Housing Register from the date your application was received.

Waiting times

The length of time you will wait for an offer of housing depends on several different matters, including:

- The date you were first placed on the Housing Register
- Any urgent or special circumstances that affect your housing need
- The allocation zone you have selected. In general, there is a high demand for all social housing located throughout the northern rivers area of NSW. Areas of particularly high demand include Tweed Heads, Byron Bay and Ballina. Waiting times for these areas will be extensive for many clients
- Whether you have special housing requirements.

It is important to realise that vacancy rates can vary for all of our allocation zones. With so many factors to consider, NCCH cannot provide an estimate of your likely waiting time for assistance.

General information about waiting periods for different allocation zones is available from any NCCH office.

Urgent circumstances

If you have identified any urgent housing needs, your application will be carefully and thoroughly assessed for priority assistance.

You can be considered for this assistance if you can demonstrate your need and if you have made every endeavour to find other types of housing. However, only a small percentage of Housing Register applicants will be approved for priority housing.

Being selected for a property

When you reach the top of the waiting list, you will be selected for the first available property that meets your needs.

- You may be selected for a property before you reach the top of the waiting list if the property does not meet the requirements of the applicants ahead of you. Be prepared to be made an offer at any time
- It is important you keep your contact details up to date. If we are unable to contact you once you have been selected for a property, you may miss out on your offer
- Once you are offered a property and accept, your new tenancy will generally commence within 14 days
- You will be eligible for two reasonable offers of housing. If you turn down a second reasonable offer of accommodation your name will be removed from the NSW Housing Register.

NCCH is dedicated to a fair and transparent allocation system, and all housing allocations are regularly audited.

Other assistance we can provide

Any of our offices can provide you with assistance in accessing Housing NSW products that are aimed at providing people with financial or other housing-related help.

The major products include:

- **Temporary Accommodation Assistance (T/A)**, for people who require immediate financial assistance for temporary private accommodation
- **Rentstart** products, for clients who need help in covering the bond and/or rental payments for a rental property.

These products have eligibility tests. We are happy to help you with any of these products provided by Housing NSW.

Are you unhappy with our decision?

If you are not satisfied with any service delivery by NCCH, you can use our Complaints & Appeals process.

There are also options for appeal to an external committee where you are still unhappy after we have considered your appeal internally.

Most decisions made by NCCH regarding your application can be appealed. Appealable decisions include:

- Declining you for admittance to the NSW Housing Register
- Declining you for Priority Housing assistance
- Counting an offer of housing as a reasonable offer
- Removing your name from the NSW Housing Register

Matters that are not appealable include:

- The amount of time you wait for an offer of housing

- A decision not related directly to your application, such as the decision to offer a property to another applicant
- NCCH policies, rather than the application of those policies to your application

How to appeal a decision:

You should first discuss your concerns with the staff member who made the decision.

If you still believe the decision was wrong, complete a Feedback Form (you can do this online). Please indicate that you want us to review a decision.

Appeals are always reviewed by a different NCCH staff member to the one who originally made the decision that you wish to appeal.

If you are not satisfied with the outcome of our internal review, you can lodge a second-tier appeal with the Housing Appeals Committee (HAC). NCCH can assist you with the process of lodging an appeal with the HAC.

The HAC is completely independent of all social housing providers including NCCH. NCCH will provide the HAC with all of the information it needs to conduct a full investigation of your appeal.

Please note: The HAC will not generally consider an appeal until a Level 1 (internal) appeal has been considered by NCCH.

If you are homeless tonight, please contact Link2Home on: 1800 152 152

Contacts

NCCH Complaints & Appeals	Web: https://ncch.org.au/complaints-compliments-and-feedback/ Email: complaints@ncchc.org.au
Housing Appeals Committee	Web: https://www.hac.nsw.gov.au/ Email: hac@facs.nsw.gov.au Phone: 1800 629 794
NSW Housing Pathways	Web: https://www.facs.nsw.gov.au/housing/help/applying-assistance/assistance