What is Transitional Housing?

Fact sheet for applicants and tenants

Transitional housing is a form of social housing delivered by registered community housing providers for applicants listed on the housing register with very high or high housing needs. Transitional housing is not long-term housing. Transitional housing gives eligible people an opportunity to stabilise their circumstances before moving to longer term housing. Transitional housing is delivered through the following programs:

- Community Rent Scheme

- Community-managed Housing – Studio Units

- Same House Different Landlord.

How do I apply for transitional housing?

Under one social housing system, there is a common application system for transitional and longer term housing assistance.

Contact your nearest Housing Service Centre to arrange an appointment to have your housing needs assessed. If an appointment is not convenient for you, you can apply by completing an Application for Housing Assistance (Form 7) and sending it to the Housing Service Centre.

Application forms are available from Housing Service Centres, registered community housing providers and Queensland Government Agent Program (QGAP) offices.

To be considered for transitional housing, it is important to select both 'community housing' and 'public housing' on your application form to maximise your chances of being housed.

All eligible applicants are listed on a housing register, which is managed by the Department of Housing and Public Works. Applicants are matched to transitional housing based on an assessment of their housing need.

What happens if I accept an offer of transitional housing?

If you accept a transitional housing offer, you will be required to enter into a tenancy agreement with the community housing provider.

- As transitional housing is not a long-term option, you will need to maintain an up-to-date application on the housing register. Your transitional housing tenancy and your application will be reviewed regularly.

- Your housing provider will develop a tenancy plan with you to assist you to access suitable long- term housing. The tenancy plan will help to identify the options available to you based on your housing needs and circumstances.

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How much rent is charged to transitional housing tenants?

- Transitional housing tenants pay approximately 25% of their assessable income in rent, plus any Commonwealth Rent Assistance they receive. Tenants of Community-managed Housing – Studio Units may be charged an additional 3% of their assessable income to cover furnishings and maintenance of communal areas.
- The maximum rent which can be charged to transitional housing tenants is market rent. Market rent is the amount of rent a household in the private rental market would expect to pay for a similar property in the area.

What if I need other forms of housing assistance?

- You may be eligible and matched to other forms of social housing. For example, long-term community housing or public housing.
- If you are in need of crisis accommodation, the Housing Service Centre may refer you directly to a homelessness service.
- If you are homeless or are at risk of homelessness, Homeless Persons Information Queensland provides information on housing and available support services on 1800 474 753, 24 hours a day, seven days per week.
- You may be eligible for a bond loan or other forms of assistance to help you secure a tenancy in the private rental market or remain living in your own home.

Service standards

The Department of Housing and Public Works requires providers to meet certain standards in delivering housing assistance under the *Housing Act 2003* and through funding agreements. Tenants of registered community housing providers can expect the same level of service from their provider as they would receive from the department in public housing.

Where can I get more information?

More information on these services is available from your nearest Housing Service Centre, the Department of Housing and Public Works' website www.hpw.qld.gov.au or by calling 13 QGOV (13 74 68)