

Tenant guide to transitional housing

Fact sheet for tenants

Based on your housing need, you are being made an offer of transitional housing by a community housing provider.

This guide explains to you what a transitional housing tenancy involves. The terms and conditions of your tenancy are set out in a General Tenancy Agreement that is covered by the *Residential Tenancies and Rooming Accommodation Act 2008*.

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

What is transitional housing?

Transitional housing is a form of social housing assistance for people in very high or high need.

Transitional housing is not long-term housing. The purpose of transitional housing is to help you stabilise your circumstances so that you can move on to more appropriate, long-term housing, in the private market or social housing.

Who is eligible for transitional housing?

You have been matched to transitional housing based on an assessment of your housing need. To continue to receive transitional housing assistance, you must:

- a. meet the common eligibility criteria for social housing assistance
- b. have a very high or high and urgent need for housing assistance, and
- c. be an approved applicant on the department's housing register.

What will happen during your transitional housing tenancy?

At the start of your tenancy the housing provider will work with you to develop a Tenancy Plan. This is a written document that helps you and your housing provider to identify:

- the barriers you are facing to access and sustain long-term housing
- the support services you are receiving, or if you are not receiving any, whether there is an opportunity for you to receive some support
- the best long-term housing option for you and how you can work towards that, and
- any tenancy-related issues that you may need to work on with your housing provider.

The Tenancy Plan will be reviewed and updated throughout your tenancy

For how long can I remain in transitional housing?

Transitional housing is not long-term housing.

You will be assisted to move on from transitional housing when you are able to sustain a form of long-term housing that is more appropriate to your needs. This is a goal that you and the housing provider work towards using a Tenancy Plan.

Exiting transitional housing

During your tenancy the housing provider works with you towards achieving an appropriate long-term housing outcome. This might be long-term social housing or a private housing option.

If, during your tenancy, you cease to be eligible for transitional housing assistance, the community housing provider may issue you with a notice ending your tenancy of the transitional housing property, on a minimum two (2) months notice (a 'Notice to Leave'). If this occurs, you will be assisted and encouraged to find other suitable housing.

It should be noted that if you decline an offer of long-term social housing without a valid reason, your application may be placed in a lower segment of the housing register or cancelled and you would cease to be eligible to remain in transitional housing.

What is expected of you as a tenant?

As a tenant in transitional housing you are expected to:

- work with the housing provider to develop a Tenancy Plan at the start of your tenancy
- follow-up on any of the actions identified in your Tenancy Plan during your tenancy
- review your Tenancy Plan with the provider, and
- maintain an approved application for social housing assistance through a Housing Service Centre. This means you may be considered for long-term social housing and other types of social housing assistance appropriate for your needs.

Complaints and appeals

As a tenant, you have the right to appeal any decision that the housing provider has made relating to you. Your first course of action should be to raise any concerns about the decision with the provider.

If the matter is not resolved, complaints about the provider may be made to the Department of Housing and Public Works (Housing Services).

You may seek advice about tenancy related issues from the Residential Tenancies Authority.

Other information you may find useful

The Department of Housing and Public Works has developed a number of information sheets for tenants. These are available on our website at <http://www.hpw.qld.gov.au>, or can be obtained from your local Housing Service Centre or from your housing provider.

For more information

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