

Transitional Housing

1.0 Policy

Uniting Housing Australia is committed to providing affordable rental housing to those most in need while maintaining financial viability of the organisation.

Uniting Housing Australia (UHA) is committed to compliance with the DHHS Guidelines for Registered Housing Agencies; Victorian Housing Register Policy Framework; DHHS Homelessness Services Guidelines – Part Four Housing Management; the Residential Tenancy Act 1997; and the Victorian Housing Registrar’s Performance Standards.

The Director of Housing owns properties throughout Victoria suitable for the provision of transitional and crisis housing. UHA has been delegated the power of the Director to administer transitional and crisis housing at these properties for the benefit of those persons experiencing homelessness or impending homelessness.

2.0 Overview

The DHHS Homelessness Services Guidelines Section 4.1.3 describes the the role of UHA as a tenancy administrator for Transitional Housing as:

“The tenancy administration role incorporates overall stock management responsibilities with the aim of ensuring that stock is maintained to an appropriate standard, that those most in need have access to transitional housing stock and are supported to sustain their tenancies in collaboration with support workers, and that tenants/occupants are afforded appropriate rights in accordance with the RTA and government policy.

Responsibilities broadly include negotiation of tenancy/occupancy agreements, monitoring of occupancy arrangements and tenancies, rent collection, managing neighbourhood issues, maintenance reporting, arrangement of minor responsive maintenance using property allowances provided as part of THM program recurrent funding, and identifying tenant caused damage to leased properties providing a liaison point between landlords/agents and tenants.

Allocation of transitional housing is coordinated with support vacancies through Local Area Service Networks (LASNs) and Entry Points and/or specialist support providers, either through first access or formal joined-up housing and support pathways initiatives, or via inter-service housing and support protocol agreements setting out roles and responsibilities of housing and support workers”.

3.0 Tenant Information

What is Transitional Housing?

Transitional Housing is short term housing. Properties are tenanted only by clients waiting for an offer of long term housing. Tenants are required to have an exit plan, usually into Public or Community Housing rental or into the private rental market.

By now or very soon you should have an application submitted on the Victorian Housing Register.

It is a requirement of the Transitional Housing program that you accept any offer of long-term housing and vacate from Transitional Housing.

Transitional Housing

If you have any previous public housing debt, the department will conduct a review and negotiate the amount and repayment of the debt with you. You are expected to agree to a repayment plan and commit to a payment start date.

A failure to agree to a payment plan or to make repayments will not prevent you from being offered public housing.

Transitional Housing is usually supported. This means that another worker supports you during the tenancy and assists you to exit into long term housing.

Furniture

Transitional Housing are usually fully furnished with basic furniture including beds, white goods, table and chairs, lounge suite, kitchen equipment.

However, if you have your own furniture that you want to use in the property please inform the tenancy worker at your interview. We will try to facilitate you using your furniture, however we do not remove our furniture after you become a tenant.

Furniture belonging to UHA is to remain in the property, and should not be moved into the garage, carport or shed.

Clients are to provide their own bed linen.

Keys

Transitional Housing properties are locked with Bi-Locks. The key provided opens all entrance and security doors. If key/s are lost there is a cost to you for replacement.

Power/Gas

Clients/tenants are to contact a utility provider of their choice e.g. Red Energy, Origin, TRU Energy and have the gas and electricity connected in their name. This could take between two and three days. (We request the name of the provider be then given to Uniting Housing)

Rent

Rent is calculated in line with DHHS guidelines, and is usually paid through Centrepay, directly from your Centrelink payment.

A calculation document displaying your rent will be given to you at the time of your tenancy interview. We will attempt to commence your tenancy on the day you receive your payment, so that you are able to pay your rent in advance.

You will be required to pay two weeks rent at the time of signing your lease.

Inspections

You will be required to cooperate and participate in property Inspections during your occupancy. As Landlord we will undertake these inspections for various reasons in regard to our legal obligations as Landlord. Director of Housing office (the owner of your property) also undertake regular inspections in relations to the age and condition of your property, fire safety etc. You will always be notified when these inspections are to occur, and we are always happy to answer any questions regarding any inspection undertaken.

Pets

You have an obligation to inform the tenancy worker if you want to keep a pet at the property.