

INFORMATION FOR RESIDENTS ON RELOCATING TO ANOTHER PROPERTY

APRIL 2009

Why are you redeveloping my property?

There are many people in urgent need of social housing. One of the main ways Housing NSW provides new homes to meet this need is to build new homes on our existing land. Usually we are able to increase the amount of housing on that land.

The Commonwealth and State governments have increased the amount of funding available to build more housing in order to meet the demand for housing and reduce homelessness.

Over the next three years, the NSW Government will be building new social housing homes. This will be achieved by buying land and multi-unit development packages and by redeveloping existing Housing NSW properties. This means that existing houses will be demolished to allow for more new homes to be built on the site.

Following tests on a range of sites owned by Housing NSW, we have identified properties across NSW that are suitable for redevelopment. Your home has been identified as a site which will be redeveloped. This means that you will need to move out of your current home.

When do I have to move?

Housing NSW will contact you soon to make time for an interview to assess your relocation needs and whether you want to stay in the area you live in or move to another area. Your moving date will depend on how soon we can find you a suitable home.

Can I stay in my local area if I want to?

You can stay in your local area provided there is a suitable home available. It is recommended that you consider other areas close to your local area that may also match your housing needs.

What will I be offered and where?

During the interview, we will talk to you about your household needs and try to match your needs as best we can. If you choose to move out of the area, we will try to find a suitable home for you. If you are requesting to be relocated in a 'high demand' area, where there are a lot of people on the waiting list, you will need to have a strong reason for moving to this area.

What is discussed in the interview?

In the interview we will talk to you about:

- the people in your household
- any household modifications needed in your new property
- the location/area that you want to live
- any other requirements for your new home
- the timing and steps of the proposed relocation
- what assistance and support Housing NSW can offer for moving
- support arrangements that will need to be re-established in the new location, and any medical or special requirements
- any special life events that might affect when you need to move.

At the interview, any authorised improvement you have made to your current property will be discussed.

After the interview, a written “assessment of needs” form will be mailed out to you for your confirmation.

Can I get someone to advocate for me?

You may feel more comfortable having someone with you when you have your interview. At any time, you may invite an advocate of your choice to speak on your behalf or to support you. This advocate could be a friend, relative, neighbour or a support worker.

Offers of relocation

You will be made an offer of rehousing and given three days to look at the property and decide if you will accept the offer. If you believe it is not suitable, Housing NSW will review your needs by re-interviewing you. You will then be asked to agree to a new written assessment of needs.

If after the reassessment of your needs the offer you rejected is considered by Housing NSW to be suitable to your needs, we may have to start action to end your tenancy in the Consumer, Trader and Tenancy Tribunal.

Housing size

The size of the home that is offered will match the number of people in your household. If you have extra people living in your home, please tell us so that their needs can be taken into account. Your entitlements are set out in detail in Housing NSW’s *Matching Clients to Properties* policy.

Generally this means that the household has enough bedrooms for its needs (ie. children of the same sex may share a bedroom, but children of opposite sexes over the age of 10 years will be provided with separate bedrooms). An additional bedroom may be approved if there are medical needs such as an additional room to store medical equipment or for a carer to stay at times. We will take account of access arrangements for children who stay regularly, but do not live with you all the time.

Who will pay for us to move?

Housing NSW will pay all reasonable relocation costs. This includes removalist fees, reconnection of electricity, phone, gas, pay TV and internet. We will also pay for mail redirection for three months.

Will I be reimbursed for improvements I have made to my property?

At the interview, we will discuss the possible relocation of improvements to your current property that are safe and in working order and were authorised by Housing NSW. If we cannot relocate an improvement, we will reimburse you the current market value of the item. The current value of the improvement means the value of the item in its current condition in the used goods market.

What is a rent credit?

When you move, we will provide two weeks rent credit which is based on the rent you pay for your current home.

Keeping in contact

It is important to remember that Housing NSW will keep talking to you. If there are any changes to your circumstances or you have any concerns, please let us know. We need your help so we can find the best home to meet your needs.

For more information

- Call the Relocations Officer at your local office on <insert number>:
 - For questions about your rehousing
 - To provide information about your household needs
- Call 1300 HOUSING (1300 468 746) for:
 - General enquiries (24 hours, 7 days)
 - Feedback – suggestions, compliments and complaints (24 hours, 7 days) or
 - fax 9612 6099
 - email feedback@housing.nsw.gov.au
 - post PO Box 7150 Liverpool BC, NSW 1871

Note: If you are Aboriginal or Torres Strait Islander, you can request to speak to an Aboriginal staff member (Monday to Friday 8.30 am – 4.30 pm).

- Visit our website: www.housing.nsw.gov.au for general information
- Call the Translation and Interpreting Service on 131 450 if you have difficulty understanding English. They will phone Housing NSW for you at no cost.
- Contact your local support or advocacy services <insert list>