

Housing Pathways

1300 468 746
www.housingpathways.nsw.gov.au

Fact Sheet

February 2012

New obligations for social housing applicants

From 1 May 2012, all social housing applicants will be required to make sure their contact details are up to date or risk having their application closed.

This means if you move or get a new phone number you will need to notify us as soon as possible, in the same way as do with your bank, Centrelink or other organisations you regularly deal with.

We will continue to contact you at least once a year via post card or SMS to make sure your contact details are correct and that you still wish to receive offers of social housing.

If your contact details are not up to date and you do not respond, your name will be taken off the list for social housing.

If this happens and you wish to apply for housing in the future, you will need to start application process again. This means your waiting time starts again, and will no longer be backdated to the time of your original application, unless you have a valid reason such as serious illness or incapacity.

At other times, Housing NSW or a community housing provider participating in Housing Pathways may ask you to contact them for further information. You must contact us by the date requested, or your application will be closed.

I did not respond to the last post card or SMS you sent – what do I need to do?

If you have not responded to our recent attempts to contact you, you must contact Housing NSW or



a participating community housing provider before **1 May 2012** or your application will be closed.

I'm not sure if I responded to your last attempt to contact me – what should I do?

Housing NSW will send a letter to all applicants who did not respond to the most recent attempt to contact them at their last known address. If you have moved house since you have last been in touch, you must make contact with us before **1 May 2012** to keep your application opened.

I am renting and my address changes frequently? Do I need to tell Housing NSW or a community housing provider every time my address changes?

Yes, we need to know your correct address so that we can contact you. You should also let us know of any

change in your circumstances as soon as possible. These changes may include a:

- change of address or phone number
- change in the number of people in the household
- change in income or assets for any member of the household.

You must contact your local social housing provider as soon as possible if your circumstances change.

What is the quickest way to update my information?

The easiest and quickest way is to update your details is online through the *Keep Your Application Active* form on the Housing Pathways website at www.housingpathways.nsw.gov.au.

You may also phone the Housing NSW Housing Contact Centre on 1300 HOUSING (1300 468 746) or visit a local Housing NSW office or community housing provider participating in Housing Pathways to update your details.

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Do you have any further questions?

If you need more information about these changes:

- contact your local Housing NSW office or community housing provider participating in Housing Pathways
- phone 1300 HOUSING (1300 468 746)
- visit the Housing Pathways website www.housingpathways.nsw.gov.au

It is illegal for an officer of Housing NSW or a community housing provider to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to anyone who works for Housing NSW or a community housing provider in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746).

Translation service

Arabic	خدمة الترجمة الخطية والشفهية المجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450