

# FACT SHEET: Transitional Housing

## What is transitional housing?

Transitional accommodation is short term accommodation linked to a support service. Transitional accommodation is not permanent and usually is only provided for clients for 6 – 18 months maximum.

Transitional housing provides a platform for people to actively engage with support services and to find long term accommodation suited to their particular needs.

## What are HFHA's responsibilities?

HFHA provides tenancy and property management services for clients in transitional accommodation after a referral has been made from a support partner. Our responsibilities are to:

- provide and maintain the premises in a good state of repair
- provide reasonable security with locks in good working order and keys supplied for each lock
- respect your right to quiet enjoyment in the premises
- ensure the premises are vacant, clean and in good repair at the start of the tenancy
- reimburse the tenant for money spent on emergency repairs subject to certain conditions
- ensure residents in rooming accommodation have reasonable access to bathrooms and common areas and that these areas and any inclusions should be clean and in good working order
- pay all charges, levies, premiums, rates and taxes for the premises and cover the costs of preparing the tenancy agreement
- comply with the laws regarding health and safety of people using or entering the property
- lodge all bond monies

HFHA will issue you with a termination notice at the end of the fixed term, once your transitional housing has come to an end and this will mean you will be required to move to alternative accommodation.

Some of HFHA's transitional housing is in leasehold properties. This means HFHA rents properties in the private market and then rents them to tenants. Occasionally HFHA has to hand back those properties to their owners and in these cases, we will always attempt to re-house our tenants in another suitable and appropriate property. If this happens you will sign a new lease with HFHA and the lease length will be based on your previous lease at the old property.

## What are your responsibilities as a tenant?

You must meet all of the terms of the Residential Tenancy Agreement including:

- pay the rent on time and in the way agreed
- keep the premises clean and undamaged and leave it in the same condition it was in when you moved in, less wear and tear
- keep to the terms of the tenancy agreement
- respect neighbours' right to peace and quiet
- not use the premises for illegal purposes

In addition, to maintain eligibility for the transitional housing program, you are expected to actively engage with your support provider and to actively work with them to identify appropriate long term accommodation in order to exit the transitional housing. This may mean securing rental accommodation in the private market.

As transitional housing is not a long-term option, you will need to maintain an up-to-date application on the NSW Housing Register and complete a change of circumstance form if there are any changes that would impact on your application.

### **What are your support provider's responsibilities?**

Your support provider will work with you to develop an agreed Support Plan. Support Plans have been devised to identify areas where support is needed and to agree goals and outcomes that will help to address the problems.

Things that a Support Plan may cover include:

- Access to correct benefit entitlements
- Budgeting
- Accessing specialist support/advice
- Accessing health care services
- Daily living skills
- Emotional well-being
- Accessing longer term housing options

Your Support Plan should clearly identify how the service will work with you to exit from the transitional housing to a longer term housing option. The housing options available to you will be based on your needs and circumstances. HFHA will work with you and your support provider to identify suitable options.

**If you have any problems during your tenancy, you should contact your support provider or HFHA. By acting early, we can work together to resolve problems so that you can sustain your transitional accommodation and meet your support needs.**