

What is Community Housing?

Fact sheet for tenants

Community housing is social housing delivered by registered providers, including local governments, churches and other community organisations. These providers deliver social housing assistance under a number of programs including:

- Long term community housing and affordable housing
- Transitional housing through the Community Rent Scheme, Community-managed Housing – Studio Units and Same House Different Landlord programs.

Some providers deliver assistance across all these programs while others provide specialised services (for example long term community housing for older people connected to an aged care facility).

The Department of Housing and Public Works requires providers to meet certain standards in delivering housing assistance under the *Housing Act 2003* and through funding agreements. Tenants of registered community housing providers can expect the same level of service from their provider as they would receive from the department in public housing.

How do I apply for community housing?

There is a single application system for transitional and longer term housing assistance.

Contact your nearest Housing Service Centre to arrange an appointment to have your housing needs assessed. If an appointment is not convenient for you, you can apply by completing an Application for Housing Assistance (Form 7) and sending it to the Housing Service Centre. Application forms are available on the website at www.hpw.qld.gov.au, and from Housing Service Centres, registered community housing providers and Queensland Government Agent Program (QGAP) offices.

All eligible applicants are listed on a housing register, which is managed by the Department Housing and Public Works.

Why should I apply for both community housing and public housing on the application form?

When you apply, you have the option to select community housing, public housing or both. Applying for both will maximise your chances of being housed.

What do community housing and public housing have in common?

- Rent in both community and public housing is based on a proportion of income.
- Tenants have their circumstances regularly reviewed to determine their eligibility and need for housing assistance.
- All social housing applicants and tenants have the right to appeal decisions made about their tenancy and eligibility

What are the differences between community housing and public housing?

- In community housing, your landlord is a funded community organisation, local government or church. In public housing, your landlord is the Department of Housing and Public Works (Housing Services).
- Community housing includes longer term social housing (including affordable housing) and transitional housing. Transitional housing is not long-term housing.
- There are some differences in how rent is calculated across social housing programs:
 - Affordable Housing rent is a maximum of 30% of gross household income and any Commonwealth Rent Assistance received
 - Community Housing rent is approximately 25% of assessable household income (28% in some circumstances) and any Commonwealth Rent Assistance received
 - Public housing rent is approximately 25% of assessable household income (public housing tenants are not eligible for rent assistance).
- Community housing providers may charge tenants a rental bond. Rental bonds are not charged in public housing. The department may be able to assist new tenants with their bond by providing a bond loan.

What other types of housing assistance can help me?

- If you are in need of crisis accommodation, the Housing Service Centre may refer you directly to a homelessness service.
- If you are homeless or are at risk of homelessness, Homeless Persons Information Queensland provides information on housing and available support services on 1800 474 753, 24 hours a day, seven days a week.
- You may be eligible for a bond loan or other forms of assistance to help you secure a tenancy in the private rental market or remain living in your own home.

Where can I get more information?

More information on these services is available from your nearest [Housing Service Centre](#), the Department of Housing and Public Works' website www.hpw.qld.gov.au or by contacting us at:

Housing Programs

Department of Housing and Public Works (Housing Services)

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