

# Tenant guide to Transitional Housing

## Fact sheet for community housing tenants

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Based on your housing need, a tenancy manager may offer you transitional housing.

This guide explains what a transitional housing tenancy involves.

### What is transitional housing?

Applicants are matched to transitional housing based on an assessment of their housing need. Transitional housing can help stabilize circumstances so that a person can move on to more appropriate, longer term housing.

### What will happen during your tenancy?

If you accept an offer of transitional housing, you will enter into a tenancy agreement with the tenancy manager, under a transitional housing program.

At the start of your tenancy your tenancy manager will work with you to develop a Tenancy Plan. This is a written document that helps you and your tenancy manager identify:

- how to help you address the barriers you are facing to accessing and sustaining longer term housing
- the support services that you are already receiving, or what support may need to be brought in to help your household. Your tenancy manager may then refer you to other services
- any tenancy-related issues that you may need to work on with your tenancy manager and,
- the best longer term housing outcome for you and how you can work towards this. This may include housing in the private rental market

You need to maintain your approved housing application on the housing register managed by the Department of Housing and Public Works. This allows you to be considered for longer-term social housing and other types of social housing assistance appropriate for your needs.

Your tenancy manager will review and update your Tenancy Plan on a regular basis throughout your tenancy and work with you to achieve the best long term housing outcome.

### Exiting transitional housing

Your manager will help you to move on from transitional housing when you are able to sustain longer-term housing that is more appropriate to your needs. If you are no longer eligible for transitional housing assistance, your tenancy manager will help you to find other suitable housing.

If you are offered other longer-term social housing and you refuse this offer without an acceptable reason, for example you wanted a brick house instead of timber, your application for housing assistance will be changed to the date you refused the offer and moved to a lower position on the housing register.

If you refuse two offers of housing without an acceptable reason, your application will be removed from the housing register and you can't apply for housing assistance for 12 months. You would also no longer be eligible to remain in transitional housing and your tenancy manager would help you find other housing.



## Complaints and Review of Decisions

If you are unhappy with a decision made by your tenancy manager in relation to your tenancy, you should raise any concerns about the decision with your tenancy manager.

You can also seek advice about tenancy related issues from the Residential Tenancies Authority by contacting them at [www.rta.qld.gov.au](http://www.rta.qld.gov.au) or by phoning 1300 366 311.

If you are unhappy with a decision made by the Department of Housing and Public Works in relation to your application for social housing, you may be able to appeal the decision.

Further information is available at <http://www.hpw.qld.gov.au> or by phoning Housing Appeals and Review on 1300 364 560.