

What is Community Housing?

Fact Sheet for Community Housing Tenants

Community housing is social housing assistance delivered by community organisations and local governments. This assistance helps eligible Queenslanders who are listed on the Department of Housing and Public Work's housing register and who are in the greatest need. Social housing is provided for the duration of a client's need. Where possible households will be assisted to transition from social housing to housing in the private rental market.

Types of Community Housing Programs

Community Housing organisations are funded to deliver social housing through these programs.

Long Term Community Housing program and Affordable Housing program

The Long Term Community Housing (LTCH) program provides appropriate and affordable community managed rental housing to people in the greatest need, for the duration of their need. People residing in LTCH are offered longer term tenancies and rent is calculated at 25% of their household assessable income.

The Affordable Housing (AH) program increases the supply of long term affordable housing that is appropriate in terms of design, location and access to services and facilities. In most instances, rent paid by people residing in AH properties is calculated as a discount of the market rent without exceeding 30% of the household's gross assessable income.

Some community housing and affordable housing providers offer housing to people from particular client groups and work with local support agencies to assist their tenants.

Transitional housing

Transitional housing offers shorter term tenancies to people who have a Very High or High and urgent need for housing. Housing assistance is given for the duration of their needs and gives people a chance to stabilise their circumstances before moving to longer term housing.

The types of transitional housing delivered by community housing providers includes:

Community Rent Scheme

Community Rent Scheme providers deliver intensive tenancy management services and assist people to build their capacity to progress to longer-term living arrangements in either the private housing market or in social housing

Community-managed Studio Units

Community-managed Studio Units are transitional housing and longer term housing which matches the needs of the household. Properties may be furnished and have communal entertainment areas or courtyards. The types of properties available under the program include:

- self-contained studio units, which are generally small apartments with combined bedroom, living, dining and kitchen areas
- studio units with some shared facilities (such as a shared kitchen, bathroom or laundry)
- one-bedroom apartments, usually used as longer term housing for singles or couples.

Same House Different Landlord program

Under this program the department leases public housing properties to community housing providers, usually for a six month period, for people who need support to manage a tenancy. If the community housing provider identifies the household can independently maintain their tenancy, the tenancy and the property may be transferred back to the department.

If you accept an offer of transitional housing

- You will enter into a tenancy agreement with the provider who will become your tenancy manager.
- Your tenancy manager will discuss your tenancy responsibilities and rights with you and explain how to pay rent, look after your home and have a successful tenancy.
- You will need to maintain an up-to-date application on the housing register. Your transitional housing tenancy and your application will be reviewed regularly to determine if your needs have changed.
- Your tenancy manager will develop a tenancy plan with you to identify longer term housing options.
- Your tenancy manager will review the tenancy plan with you on a regular basis and work with you to obtain suitable longer term housing, which may include housing in the private rental market.

Is community housing and public housing different?

In general there are minimal differences between a community housing and public housing tenancy.

- Rent in both community and public housing is affordable and generally based on a percentage of the household's assessable income.
- The maximum rent tenants can pay is the market rent for the property. Some community housing providers charge rent based on a discount of the market rent.
- Community housing tenants may be eligible for rent assistance from the Australian Government – see [Your Rent in Community Housing Fact Sheet](#) for more information.
- Tenants must still meet all of their tenancy obligations under their tenancy agreement.

- Tenants will have their circumstances regularly reviewed to check their eligibility and ongoing need for housing assistance.
- All tenants have the right to appeal decisions made about their tenancy and eligibility.

Other types of housing assistance

- If you are homeless or are at risk of homelessness call the Homeless Hotline on 1800 474 753. The Homeless Hotline is a 24 hours a day, seven days a week phone information and referral service.
- If you need crisis housing, talk to staff at a Housing Service Centre. They can refer you directly to a specialist homelessness service.
- RentConnect can help you find a tenancy in the private market, deal with real estate agents and lessors, complete rental application forms and provide assistance to help you sustain your tenancy.
- You may be eligible for a Bond Loan or other forms of financial assistance to help you secure a tenancy in the private rental market or remain living in your own home.

For more information

More information about Community Housing is available <https://www.hpw.gov.au> or by calling 13QGOV (13 74 68)