



Inner City Choice-based Letting pilot

Factsheet for Clients

- The Department of Communities and Justice (DCJ) Housing is trying a new approach to letting public housing properties.
- This approach aims to give people applying for social housing more choice.

How will this new approach work?

People who are approved for priority housing and are highest up the list for inner city and inner west allocation zones will be invited to view a vacant property. It will be an open house viewing and other people on the list will be invited at the same time.

At the viewing or shortly following, people are required to advise if they wish to accept the property. If more than one person puts in a request to tenant the property, it will be allocated to the person who is highest up on the priority housing list.

How do I find out about an open house viewing?

You do not need to opt-in to participate, and receive invitations to view suitable properties.

The people who are highest on the priority housing list will get an SMS with an invitation to view a property that matches their needs. There will also be a link to a video of the property. The SMS will also give details of the viewing time.

You will need to let us know if you're interested in attending the open home viewing or not, by responding via the link in the SMS.

What happens at the viewing?

A DCJ Housing Client Service Officer (CSO) will meet you at the property to show you around and answer any questions you may have. You may be asked to wait outside or in the foyer of the building while others are viewing the property.

After you have looked around, the CSO will ask you if you are interested in the property. If you are interested in accepting the property, you will be provided with an expression of interest form to complete and return to the CSO.

Find out more

Visit our website: <https://www.facs.nsw.gov.au/housing/help/applying-assistance/choice-based-letting-pilot-inner-city>

Call Kelli Davies from the SSESNS Housing Projects Team on 0459 851 108

Email the SSESNS Housing Projects Team at SSESNSHousingProjects@facs.nsw.gov.au



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If you are not interested in accepting the property, the CSO will ask you for feedback. If your circumstances have changed, you will be asked to complete a change of circumstances form to update your details. This will help us make sure you are made an appropriate offer in the future.

We will contact you to let you know if you are successful or unsuccessful as soon as possible.

Why will several people be invited to the same viewing?

We invite multiple people to the same viewing to ensure we are tenancing properties to people most in need as quickly as possible.

If I view a property or request a property at a viewing, will that count as one of my two offers of housing?

No. You can view as many properties as you are invited to view. If you request a property but are not successful because someone higher up on the list has requested the same property, that will still not count as a formal offer of a property. You will still receive two offers of a property in the normal way.

Invitations to view a property under the Choice Based lettings scheme are in addition to the normal offers you will receive. But you may get housed more quickly if you view and request a property through this scheme before you receive a formal offer of housing for properties not included in the pilot.

Will I be able to appeal against a decision not to accept my request for a property?

No. The person who is highest up the priority housing list will be allocated a property they request and that decision cannot be appealed. You will not be disadvantaged by this decision as you will still be eligible for two formal offers of housing, in addition to invitations to view other properties as part of the Choice Based letting scheme.

Find out more

If you have difficulties understanding English, please contact the All Graduates Interpreting and Translating Services on 1300 652 488. If you have difficulty speaking or hearing, please contact the TTY Service on 133 677 for voice calls or 1300 555 727 for speak and listen calls. These free services will help you to communicate with the Department of Communities and Justice.