



# Inner City Choice-based Letting pilot

## Factsheet for Tenants

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

### How will this new approach work?

In the Choice-based letting pilot, people who are approved for priority housing or a priority transfer, and are near the top of the list will be invited to view a vacant property via an open house viewing. A number of people will be invited to the viewing. 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.

### Why will several people be invited to the same viewing?

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

### Which properties will be included in the pilot?

About 200 properties across the inner city will be included in the pilot between July 2021 and June 2022, including high rise properties in Redfern and Waterloo estates.

One and two bedroom high-rise properties that become vacant in Waterloo during this period will continue to be offered to people in urgent need of housing, either through the Choice-based letting pilot, or the standard process.

### How will the pilot impact me?

From time to time you may notice open home viewings being conducted by DCJ Housing staff. You may see signage used to help applicants find properties when they are open to view. You may also notice groups of people attending an open home viewing.

### DCJ Housing staff will ensure open homes are run in a COVID-safe way.

The number of people viewing a property at any one time will be limited. All will be required to use hand sanitiser in entry. Access to an open home will only be possible for people who are approved for public housing and have been invited to view the property.

## Find out more

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

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