



Access, eligibility and allocation

Wesley Community Housing is committed to offering easy access to our housing services for people and families in housing need.

Wesley Community Housing seeks to:

- make clear and fair decisions
- ensure the information we provide to you is clear and easy to understand
- make sure your privacy and trust is kept.

Who we help

- those on a low to moderate income who need housing.

To be eligible for a Wesley Community Housing property

1. You need to be listed on the Housing Pathways register. You will need to provide us with proof.
2. You must be a citizen or have permanent residency in Australia. There may be some exceptions.
3. Your household income must be within the specified limits.
4. You need to be able to maintain a successful tenancy without support, or with the right support in place.

You also need to know the following information

- When you apply for housing with Wesley Community Housing you must provide proof of income.
- When you accept a Wesley Community Housing property you will be required to sign and abide by an agreement.

How we provide a suitable property

Wesley Community Housing wants to make sure that the property we provide is suitable to you or your household. We also want to make sure that you will feel comfortable living within the neighbouring community. We take some of these factors into consideration when allocating our available community housing properties.

How many housing offers are provided to an applicant?

Wesley Community Housing will usually provide two offers of alternative housing. You will have two (2) business days to advise Wesley Community Housing if you are accepting or rejecting the offer. We may extend this time frame on a case-by-case basis.

Your right of appeal

If you are not happy with a service provided by Wesley Community Housing or do not agree with a decision we have made, you can ask for a formal review. To do this, you can complete either a *Raise Your Voice* form or an *I want to appeal* form. These forms can be downloaded from wesleymission.org.au or sent to you by calling 1800 770 602.

Your confidentiality and privacy

Wesley Community Housing ensures all your private information and records are kept safe and protected. Wesley Community Housing will not let out any private or sensitive information to anyone outside of the organisation without your written permission or the written permission of the agency who owns the information. In some circumstances, however, the law may require us to provide this information.

Wesley Community Housing policies can be obtained by calling **1800 770 602** or emailing communityhousing@wesleymission.org.au



Contact us

General enquiries 1800 770 602
Maintenance and repairs 1800 770 602
Wesley Community Housing
communityhousing@wesleymission.org.au

wesleymission.org.au
ABN 42 164 655 145 Wesley Mission is a part
of the Uniting Church in Australia.

Do all the good you can
because every life matters