

Tenants who exceed the social and/or applicable housing income eligibility limits

1. Purpose

The purpose of this policy is to establish a framework for how the Housing Trust will manage situations where a tenant's gross household income becomes higher than the social and/or any other applicable housing eligibility income limits after the commencement of their tenancy.

The policy sits within a broader legislative and policy framework that includes the Housing Act, the Residential Tenancies Act, community housing policy and contractual arrangements, and the Housing Trust's tenancy and housing management policies.

2. Policy Statement

The Housing Trust will manage its social and other applicable portfolios in a way that principally focusses on customers who are in greatest need. Income limits for social housing are established by the NSW Government's Eligibility for Social Housing Policy, the Guidelines for Affordable Housing and also the Residential Tenancies Act 2010 (S143 & S144). Allocations and tenure sit within the NSW Community Housing Access Policy.

All tenants when first offered a Housing Trust property must meet the Eligibility for Social Housing Policy, unless other eligibility criteria apply. Tenants must, when periodically requested, provide proof of their household income in line with the Housing Trust's Tenancy Management policy and procedures.

The Housing Trust aims to strike a balance between supporting tenants to improve their economic and employment prospects, while maintaining a focus on supporting people who are in greatest need of housing.

If the Housing Trust becomes aware that a tenant's gross household income is higher than the social and/or other applicable housing eligibility income limits after the commencement of their initial tenancy, the Housing Trust will make a determination as to whether to continue providing a service in social housing.

The following factors will be considered in making this decision:

- The tenant's gross household income
- The composition of the tenant's gross household income (tenant income and household member income)
- Whether the tenant has supplied household income details when requested
- How long the tenant's gross household income has been over the social housing eligibility limits
- By how much the tenant's gross household income is over the social housing eligibility limits
- The stability and security of household income and employment within the household
- Whether the household has the capacity to resolve their housing need in the private rental market locally or through home ownership
- Any other relevant matter relating to the tenancy

If the Housing Trust decides to discontinue its housing service to a tenant as a consequence of their income being higher than social housing eligibility limits:

- The tenant has a right to be informed of this decision as soon as practicable

- The tenant has a right to appeal the decision in line with the Housing Trust’s Appeals Policy
- A tenure transition plan is to be developed by the Housing Trust to assist the tenant into alternative housing
- The transition, if required, will be developed in consultation with the tenant.

3. Transition plan guidelines for social housing

The following transition plan guidelines will apply in relation to assisting social housing tenants into an alternative housing tenure:

Household income	Transition Plan Guidelines
Gross household income is within 25% of social housing eligibility	<ul style="list-style-type: none"> • No change of tenure, continue to provide a social housing service
Gross household income is over 25% of social housing eligibility in a single year	<ul style="list-style-type: none"> • Contact tenant and advise if over in the next 12 month period may be relocated to affordable housing or exited via a suitable strategy
Gross household income continues to exceed 25% for two consecutive years	<ul style="list-style-type: none"> • Offer to relocate to Housing Trust affordable housing, if available, or develop exit strategy if eligible.

During the transition plan period, should a tenant’s gross household income fall back into line with Eligibility for Social Housing Policy the Housing Trust’s decision to discontinue a social housing service will be reviewed.