



Applying for Rental Accommodation



This booklet explains who is eligible for assistance and how to apply for public housing.



The Department of Housing provides rental accommodation for more than 35,000 households in metropolitan and country areas of Western Australia.

This booklet explains who is eligible for assistance, what documents are needed to apply, how housing is allocated and the types of housing available.

Eligibility

To be eligible for public rental housing, you must meet the following criteria:

- Be an Australian citizen or permanent resident
- Live in Western Australia and receive your income here
- Meet public housing income limits
- Not own property or land
- If under 60 years – not have cash assets in excess of \$38,400 (singles) or \$63,800 (couples)
- If over 60 years – not have cash assets in excess of \$80,000 (singles or couples)
- If you have a disability - not have cash assets in excess of \$100,000 (singles or couples)
- Be able to prove your identity
- Be 18 years of age or above

Previous tenants

If you already owe money to the Department you must make arrangements to repay your debt before you apply for further housing assistance.

The Department offers applicants and previous tenants, who have a debt, a discount to help them repay money they owe. Under the Debt Discount Scheme eligible customers have to pay only fifty per cent of the debt they owe the Department. The scheme does not apply to Bond Assistance Loan debts. To apply to participate in the scheme contact your nearest Department of Housing office for a copy of the brochure & application form.



Documents You Need

Proof of identity: It is important that you are able to prove your identity when you lodge an application.

You will be asked to provide one document from Category A plus one from B or C, or three documents from Category B and C.

The combination you provide must show both your name and address.

Category A

- Birth certificate or extract issued more than five years ago
- Passport
- Citizenship papers

Category B

- Marriage certificate or divorce papers
- Birth certificate or extract
- Legal documents such as maintenance agreement or adoption papers
- Tax assessment Notice

Category C

- Reference or letter from a government department
- Electricity, phone or gas account
- Verification of income document from Centrelink or Department of Veterans' Affairs
- Driver's licence
- Car registration papers
- Bank, building society or credit union account showing transactions for at least one year
- Insurance policy or insurance renewal notice



If you are an Aboriginal or Torres Strait Islander and you cannot supply these documents, a statement from a recognised Aboriginal organisation confirming your identity is acceptable. A reference from a family member who can prove his or her identity is also acceptable.

Proof of Income

You need to provide proof of income for yourself and your partner or co-applicant when lodging your application.

All other household members (who are not dependents) will have to provide proof of income when your accommodation is allocated. This is because their income is counted as household income when assessing the amount of rent to be paid.

Wage and Salary Earner

Your employer will need to complete the Employer Income Verification Statement with your Application for Rental housing form. Alternatively, you can provide wage slips for the past three months.

Self Employed

You will need to supply your tax assessment from the Australian Tax Office for the last financial year.

Pension or Benefit

You will need a letter from Centrelink or the Department of Veterans' Affairs confirming the benefit you are receiving and how much you receive each payment. This letter must not be more than four weeks old.

You also need to supply evidence of any other sources of income, such as interest from deposits in financial institutions, child support payments and shares.



Priority Assistance

If your housing need is urgent, and you meet all eligibility criteria, you may be eligible for priority assistance. You will need to speak to a local Department officer regarding your situation and provide proof of your claims, such as medical and other support letters.

Examples of situations that may contribute to an urgent housing need include medical conditions that are caused or aggravated by housing, domestic violence, racial harassment, matters associated with child abuse and to reunite a child with their family.

Applicants with a Disability

The Department manages a number of programs to assist people with disabilities, including home modifications to make housing more accessible and in some instances, providing purpose-built housing.

Applicants with a disability should let the Department know of any individual housing requirements by completing the Disability Information form that is part of the Application for Rental Housing.

Zones (metropolitan)

Rental housing in the metropolitan area is divided into zones representing groups of adjoining suburbs. You will be asked to choose the zone you wish to live in. We can advise you which suburbs are in each zone. Unfortunately, it is not possible to apply for a specific suburb.

Regions (country)

Country areas are divided into seven regions – Kimberley, Pilbara, Wheatbelt, Great Southern, South West, Goldfields and Mid West/Gascoyne. If you want specific information about which towns in a region have rental accommodation, or about the type of accommodation and waiting times, it is best to contact the appropriate regional office directly. The addresses and phone numbers are listed on the back of this brochure.



Types of Accommodation

The Department will allocate accommodation to meet your/your family's needs.

- **Family:** Parent(s) and children or sharing adults
You may be allocated a house/duplex, townhouse or apartment.
- **Single:** Person or couple (under 55 years) with no children living with you
You may be allocated an apartment or townhouse
- **Seniors:** Single person or couple (55 years of age or older) with no children living with you
You may be allocated an apartment, townhouse or duplex

If you plan to keep a dog or cat, you will need to advise the Department. You may only keep pets in accommodation that has an enclosed yard.

- **Single detached house** – a single house with its own yard.
- **Duplex** – two units often joined together by a common wall, but with a separate backyard.
- **Townhouse** – part of a grouped housing development that may be on one or two levels.
- **Apartment or Flat** – a self-contained unit that is part of a complex. It may be multi-story, and unless it is on the ground floor, will not have a courtyard.



Making Changes

You can make changes to your application at any time. The Department recognises that when people have to wait some time for assistance, their circumstances may change. You can change the area you wish to live in and the number of people to be housed, and still keep the same application date.

Priority applicants changing the zone or region in which they wish to live are required to have approval from the new zone or regional office.

Confirmation

Once you have lodged your application, you will receive a letter confirming the details. Please check carefully to make sure the details are correct. When you reach your turn on the waiting list and a suitable property becomes available we will contact you.

If you change your address or contact details at any time, it is essential that you contact us immediately. If mail sent to you is returned and we can not contact you, you may be taken off the waiting list.

Annual Housing Review

You are required to meet all income and eligibility limits on an ongoing basis to remain on the waiting list. You must declare your income and assets on the Annual Housing Application Review form that will be sent to you around the anniversary of your listing date (date you were approved housing assistance).

Department of Housing Offices

Head Office

99 Plain Street
East Perth 6004
Tel: (08) 9222 4666
Toll free: 1800 093 325

Metropolitan Offices

Fremantle

42 Queen Street
Fremantle 6160
Tel: (08) 9432 5300

Kwinana

Shop 13
Hub Commercial Centre
40 Meares Avenue
Kwinana 6167
Tel: (08) 9411 9500

Mandurah

11 Pinjarra Road
Mandurah 6210
Tel: (08) 9583 6100

Cannington

17 Manning Road
Cannington 6107
Tel: (08) 9350 3244

Armadale

Unit 1, 42 Commerce Avenue
Armadale 6112
Tel: (08) 9391 1600

Bentley

Brownlie Towers
Shop 5, 32 Dumond Street
Bentley 6102
Tel: (08) 9350 3700

Mirrabooka

8 Sudbury Road
Mirrabooka 6061
Tel: (08) 9345 9655

Midland

21 Old Great Northern Highway
Midland 6056
Tel: (08) 9250 9191

City Office

605 Wellington Street
Perth 6000
Tel: (08) 9476 2444

Great Southern

Albany

131 Aberdeen Street
Albany 6330
Tel: (08) 9845 7144

Katanning

6 Daping Street
Katanning 6317
Tel: (08) 9891 1800

South West

Bunbury

22 Forrest Avenue
Bunbury 6230
Tel: (08) 9792 2111

Manjimup

Unit 10, 30-32 Rose Street
Manjimup 6258
Tel: (08) 9771 7800

Busselton

Suite 4, 8-10 Prince Street
Busselton 6280
Tel: 97811300

Goldfields

Kalgoorlie

96 Brookman Street
Kalgoorlie 6430
Tel: (08) 9093 5200

Esperance

Balmoral Square
The Esplanade
Esperance 6450
Tel: (08) 9956 3000

Mid West

Geraldton

Union Bank Building
201 Marine Terrace
Geraldton 6530
Tel: (08) 9923 4444

Carnavon

30 Robinson Street
Carnarvon 6701
Tel: 9941 6500

Meekatharra

Main Street
Meekatharra 6642
Tel: (08) 9956 5000

Pilbara

South Hedland

Cnr Brand & Tonkin Sts
South Hedland 6722
Tel: (08) 9160 2800

Karratha

3-5 Welcome Road
Karratha 6714
Tel: (08) 9159 1700

Kimberley

Broome

Frederick Street
Broome 6725
Tel: (08) 9158 3600

Halls Creek

Lot 73
Great Northern Hwy
Halls Creek 6770
Tel: (08) 9168 9300

Kununurra

Cnr Messmate Way
and Konkerberry Drive
Kununurra 6743
Tel: (08) 9166 5100

Derby

Lot 265 Loch Street
Derby 6728
Tel: (08) 9158 4000

Wheatbelt

Northam

Mclver House
297 Fitzgerald Street
Northam 6401
Tel: (08) 9690 1900

Merredin

27 Mitchell Street
Merredin 6415
Tel: (08) 9081 3800

Narrogin

Government Building
11 Park Street
Narrogin 6312
Tel: (08) 98819400