

Relocation fact sheet

for tenants in government owned properties in Millers Point, the Sirius building and Gloucester Street in the Rocks.

Government-owned properties in the Millers Point area will be sold and Housing NSW will work with social housing tenants to help them move to a new home.

The decision to sell properties in the Millers Point area was balanced against the costs associated with keeping these properties in government ownership versus how many more people we could support who need housing assistance.

In addition, as most of these properties are heritage listed, it costs the Government four times more to maintain these properties than the average social housing dwelling.

Proceeds from the sale of the properties in Millers Point will help fund Government's future priorities for social housing.

Housing NSW recognises that this will be difficult for some tenants. To help social housing tenants as much as possible through the relocation process, Housing NSW has set up a specialist relocations team. A dedicated specialist relocations officer will meet with tenants and discuss where they want to move to, what support they need and will also help tenants settle into their new home.

The specialist relocations team will continue to keep tenants updated throughout the process.

What is the first step in this process?

The specialist relocations officer will work with you and discuss where you would like to move to, as well

as any schooling, health and other support needs you may have. You will also be asked about:

- any special requirements you need in your new home
- what approved improvements you have made in your current home that need to be made to the new home
- the area/s where you would prefer to be relocated.

Housing NSW will make every effort to meet reasonable requests.

In a small number of cases, some tenants may not be eligible for social housing. This will be determined when a housing needs assessment is conducted. If you are not eligible for social housing, your specialist relocations officer will provide you with support in accessing the private rental market.

How the relocations officer can help you

Your dedicated relocations officer will be available to discuss any issues you may have throughout the relocation period and for up to three months after you have settled into your new home.

You can also ask your relocations officer to liaise with family and friends and work with support services if you would like this to happen.

When will I have to move?

Your relocations officer will keep you up to date with suitable properties and the timing of your move.

The time it takes to move will depend on your own circumstances, the area you are

moving to and the availability of suitable properties that match your requirements.

We would expect you to relocate as soon as a suitable property becomes available. All relocations will be completed within two years.

What size home will I be offered?

The size of the home you will be offered will be determined by the number of people living in your household as specified in Housing NSW policy. Where a tenant has special needs these will be taken into account.

Can I request the area I move to?

Yes, as long as Housing NSW has properties available in the areas that suit your needs.

You will be given as much choice as possible about the area you want to move to and the home you want to live in.

If suitable homes are not available in the area you request, your relocations officer will talk to you about other areas that may suit you. It should be noted that in areas of high demand there may be difficulty in getting a home because of the limited number of properties available. The specialist relocations officer will talk you through these options.

Housing NSW will also have vacant properties available so you can see what is on offer. Your specialist relocations officer will inform you of how you can access this information.

Relocation fact sheet

Your specialist relocations officer will also arrange for you to view a suitable property when one becomes available.

Who will pay for the move?

Housing NSW will pay all reasonable removal costs. This includes removalist fees and the reconnection of electricity, gas, telephone, internet, as well as redirection of mail for three months.

Will I be reimbursed for the improvements I have made to my home?

Where possible Housing NSW will relocate any improvements you have made to your current home, if they were approved by Housing NSW. If we can't relocate an improvement, we will endeavour to replace it with a similar item in your new home or reimburse you the value of the item. The "value of the item" is determined by its current condition in a used goods market.

Can I take my pet with me?

Housing NSW allows pets as long as they are suitable for the property and their behaviour does not interfere with your neighbours. The cost of relocating your pet will be reimbursed. Please note that you may have to have your dog or cat fully immunised for transportation purposes.

How will I know what my entitlements are?

Following your meeting Housing NSW will send you a written Relocation Statement confirming:

- the type and size of property you will be offered
- the area you are approved to move to
- the process for viewing and choosing your new home
- other information about the relocation process, for example, the type and length of lease you will be offered when you move and your entitlement to a rent subsidy
- any approved home improvements

For more information

Please do not hesitate to contact the specialist relocation team on 1800 153 033 or via email on relocationteam@fac.s.nsw.gov.au.

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

Translation service

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| Arabic | خدمة الترجمة الخطية والشفوية المجانية اتصل على الرقم 131 450 |
| Chinese | 免費的翻譯傳譯服務 致電 131 450 |
| Russian | Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450 |
| Spanish | Servicio Gratuito de Traducción e Interpretación Lláme al 131 450 |
| Vietnamese | Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450 |