

HOUSING APPLICATION FORM

CENTRAL AUSTRALIAN AFFORDABLE HOUSING

Your Name _____

Signature: _____

Date: _____

Do you need help filling out this form?

Please phone our office on 8952 1266 to book an appointment

We are located at 3/21 Gregory Terrace, enter via Leichardt Terrace, Alice Springs

WE WELCOME YOUR APPLICATION FOR HOUSING

CAAH has several different housing programmes;

- Affordable housing for working people
- Special Rental accommodation for families
- Seniors housing
- Short term accommodation with support for people dealing with domestic violence or mental illness
- Assistance for working people to get private rental
- General community and social housing

PLEASE NOTE

WE DO NOT PROVIDE EMERGENCY ACCOMMODATION

CAAH Use only

Date Received _____

Confirmation of Application

Letter Sent _____

Better Lives start with a Home



1. APPLICANTS DETAILS

Name: _____ Date of Birth: _____

Age: _____

MALE / FEMALE

Nationality: _____

Aboriginal YES / NO

Torres Strait Islander YES / NO

interpreter required YES / NO Language: _____

- Single
- Married
- De Facto
- Divorced
- Separated

2. CONTACT DETAILS

Address: _____

Phone: _____ Email: _____

Please attach proof of identity. (Photo ID or something with your name, address and signature)

3. NEXT OF KIN OR SOMEONE WE CAN CONTACT IN AN EMERGENCY

Name: _____

Address: _____

Phone: _____ Email: _____

4. THE NAMES AND DETAILS OF ALL THE PEOPLE WHO WILL LIVE WITH YOU

Name	Age	Date of Birth	M / F	Relationship to you

5. INCOME DETAILS FOR YOU AND EACH ADULT WHO WILL LIVE WITH YOU

Weekly income per adult			
Name	Centrelink \$	Wages \$	Other income \$
You			

Please attach copies of your last four payslips and/or your most recent Centrelink Statement please see page 5 for details about how we can download your Centrelink Statement if you give us permission

6. SIZE OF HOUSE REQUIRED

- 1 bedroom
- 2 bedroom
- 3 bedroom
- 3+ bedroom

7. WHICH SUBURBS WOULD YOU PREFER TO LIVE IN?

- 1. _____
- 2. _____
- 3. _____

8. DO YOU NEED EXTRA SECURITY IN YOUR HOME?

YES / NO

9. DO YOU OR ANYONE IN YOUR HOUSEHOLD HAVE A DISABILITY OR OTHER NEED WHICH REQUIRES

- Bath Ramps
- Rails Single Story
- Other modifications? *(please describe)* _____

10. WHERE ARE YOU CURRENTLY LIVING?

Address: _____

Is this place?

- A home that I own
- Caravan Park
- Car
- Motel
- Town/Camp
- Other *(please describe)* _____
- NT Housing
- Camping Out
- Hostel
- Private Rental
- Friends
- Shelter
- Sleeping Rough
- Transitional Housing

11. WHERE HAVE YOU LIVED FOR THE LAST FIVE YEARS INCLUDING TIMES YOU HAVE BEEN HOMELESS?

<i>Date to From</i>	<i>Address</i>

12. DO YOU OR ANYONE IN YOUR HOUSEHOLD HAVE MEDICAL, PHYSICAL, MENTAL HEALTH OR SPECIAL NEEDS? *please describe*

13. PLEASE TICK WHAT APPLIES TO YOU AND YOUR HOUSEHOLD

- I am currently homeless
- I am at risk of homelessness
- I am not safe where I am living
- My house isn't suitable for me and/or my family
- I can't afford where I live
- I am about to be evicted
- I need to come into Alice Springs from a remote area

14. DO YOU HAVE A PET?

YES / NO Type of pet: _____

Please note in some CAAH properties pets are not allowed

15. DO YOU HAVE ANY GOVERNMENT OR SUPPORT AGENCIES WORKING WITH YOU AND YOUR FAMILY?

- YES NO

Agency	Worker's Name	Phone number

16. IF NOT, DO YOU NEED SUPPORT TO MAINTAIN YOUR TENANCY?

- YES NO

17. DO YOU CONSENT TO OTHER PEOPLE TALKING TO CAAH ABOUT YOUR APPLICATION, YOUR HOUSING REQUIREMENTS AND ANY SUPPORT NEEDS? *If you do please complete the section below*

I (your name) _____

Give permission for

Name / Agency	Phone number

to share information with Central Australian Affordable Housing Company to assist me with my housing application, any housing related support needs I have and my housing issues.

I understand this information will be used to assess my need for accommodation and to confirm any housing requirements that I have.

I understand that I can withdraw this consent at any time

Signature: _____ Date: _____

ASSESSMENT FOR OFFICE USE ONLY

Combined household income	
30% of Household Income	
Number of Adults under 50	
Number of Adults over 50	
Number of children under 12	
Number of children under 18	
Recommended house size	
Disabled Access Requirements	

ASSESSMENT FOR OFFICE USE ONLY

PROGRAM TYPE

- Ineligible
- Seniors Dixon
- Seniors Elliot
- Affordable House St Marys
- Unit St Marys
- NRAS
- Private Rental Program
- Supported Private Rental Program
- Renal
- MHACA
- General Social Housing
- General Community Housing (Affordable)
- Other Describe
- Other Describe

Additional Information	Action and Date
Housing Needs Assessment Required	
Housing Needs Assessment Received	
Risk Assessment Required	
Risk Assessment Received	

ASSESSORS NOTES

<i>Waiting List Review Letters Sent</i>			
<i>Date</i>	<i>Response Y / N</i>	<i>No Response/Archive</i>	<i>Reinstate Date</i>

Assessors Name and Signature: _____ **Date:** _____

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AFFORDABLE HOUSING
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CENTRAL AUSTRALIAN AFFORDABLE HOUSING

As a customer of **Central Australian Affordable Housing Company (CAAHC)** we need to know and confirm some of your details held by the Australian Government Department of Human Services (the department).

We have been assessed and approved by the department to provide these services.

In being approved for these services, we must comply with strict guidelines around who accesses the information and how the information is collected and stored.

Who is eligible to use these services?

Customers who are receiving Rent Assistance or paying rent using Centrepay can authorise us and the department to exchange information.

What services are available?

1. Electronic Verification of Rent (EVoR)

EVoR is a secure, automated process which lets us send limited information about your rent to the department electronically.

This will save you having to personally complete a Rent Certificate or tell the department every time your rent amount changes.

There are still things you must tell Centrelink such as:

- if you change your address
- if your relationship status changes
- if you start or stop sharing your accommodation
- if you sell or purchase real estate

How does it work?

Each time there is a change in your accommodation information (rent amount), the new rent amount will be updated with the department electronically.

What details will we send to the department?

We will advise the department of the:

- Customer Reference Number, name, address, date of birth, relationship status

Centrelink deduction and confirmation services

- amount of rent you pay, and
- date you started paying the rental amount.

How will the information be used?

The information will be used by the department to assess your eligibility for and rate of Commonwealth Rent Assistance.

2. Centrelink Confirmation eServices (CCeS) - Income Confirmation

CCeS is an electronic service that allows you to authorise the department to provide or confirm your Centrelink details directly to/with us. This saves you having to obtain the details from Centrelink yourself to provide to us.

How does it work?

If you wish to use CCeS, the department will send your details to us electronically so we can assess your eligibility for services we provide.

What details will the department send to us through CCeS?

Only information that we need will be provided or confirmed by the department. This may include:

- name, address, concession card status, income, assets, shared care arrangements, partner status
- the type of pension or payment, and the amount and date paid
- amounts being deducted from your Centrelink payments (for example Child Support, Easypay or Centrepay), and
- details of any other income you have told the department about.

What if some household members choose not to participate in CCeS, or don't receive Centrelink payments?

Household members who don't or can't authorise us to use CCeS will be required to provide proof of their income. This means if they receive a Centrelink payment they will need to request an income statement from Centrelink to provide to us. If they do not receive Centrelink payments, they will need to provide other details of their income, for example, wage slips.



CENTRAL AUSTRALIAN AFFORDABLE HOUSING

It remains the applicant or tenant's responsibility to make sure income details of all household members are available when required.

How will the information be used?

The information will be used by us to assess your entitlement to services we provide such as reduced rent and ongoing eligibility for housing assistance based on our policy.

3. Centrepay

Centrepay is a voluntary, free and direct bill-paying service. You can choose to have your rent amount deducted from your Centrelink payments and paid directly to us.

Each fortnight the balance of your Centrelink payments is paid into your nominated bank account as it would be normally.

How does it work?

You, as the tenant, will need to set up a Centrepay deduction. This can be done via:

- Online: use your Centrelink online account via myGov
- Telephone: call the department on your regular payment number. You will be asked to give your consent.
- In person: visit a Service Centre
- By form: complete the 'Centrepay the easy way to pay your bills' (SA325) form
- Through our Business: we are able to organise your Centrepay Deductions for you. You will need to provide your consent for a Deduction to be made.

Once your deductions are set up, you may agree to allow **Central Australian Affordable Housing Company (CAAHC)** to update your Centrepay deduction, if your rent amount changes. We will obtain your consent prior to contacting the department to tell them of the new rent amount payable.

Centrelink deduction and confirmation services

The department will pay us the amount and will send us statements each month.

What details are exchanged?

We will tell the department:

- to change your existing Centrepay deduction or target amount from time to time to ensure your housing payments are met, and
- of your correct account or billing number if required.

How will the information be used?

The information will be used to ensure the correct amount of rent is being deducted and paid.

Why use these services?

- these are free services.
- you will save time by not having to phone or pick up an income statement or Rent Certificate.
- it is easy and convenient because we will contact the department on your behalf.

What do I do if I want to stop one or all of the services?

You can cancel one or all of the services at any time by contacting us or the department.

By cancelling your Centrepay deduction, Income Confirmation or EVOR, you are removing your consent.

We cannot make a deduction unless you provide your consent. If you cancel your Centrepay deduction and still need to pay us rent, you will need to make alternative arrangements with us to pay your rent to ensure you don't fall behind.

Also, if you withdraw your consent for us to use CCeS or EVoR you will need to provide the information to us (that we would have received from the department electronically).

If you would like more information visit humanservices.gov.au



CENTRAL AUSTRALIAN AFFORDABLE HOUSING

Authorisation form Multiple consent and authority

Name _____

CRN _____

Date of birth _____

Address _____

You must clearly indicate each service you wish for this customer consent to be applied. Please circle and/or delete as appropriate.

<p>1. Electronic Verification of Rent (EVoR)</p>	<p>I authorise:</p> <ul style="list-style-type: none"> • Central Australian Affordable Housing Company (CAAHC) to collect and use my current and future accommodation information and provide it to the Australian Government Department of Human Services (the department) for reassessment of my eligibility for Commonwealth Rent Assistance. <p>I understand that:</p> <ul style="list-style-type: none"> • the information collected and used by CAAHC and provided to the department may include my Customer Reference Number, Family Name, Given name, date of birth, address, household rent, individual rent, and relationship status. • every time CAAHC provides information to the department, I will be advised in writing. • I must contact the department myself if: <ul style="list-style-type: none"> ○ I change my address ○ My relationship status changes ○ I start or stop sharing my accommodation with someone else ○ I purchase or sell any real estate 	<p>Yes or No</p>
<p>2. Centrelink Confirmation eServices - Income Confirmation</p>	<p>I authorise:</p> <ul style="list-style-type: none"> • CAAHC to use Centrelink Confirmation eServices to perform a <Centrelink/DVA> enquiry of my <Centrelink/DVA> income, asset and payment details to enable the Business to determine if I qualify for a concession, rebate or service. • the department to provide the results of that enquiry to CAAHC I understand that: • the department will use information I have provided to the CAAHC to confirm my eligibility for <relevant concession/rebate/service> and will disclose to the CAAHC personal information including my <name/address/concession card status/payment type/payment status/income/assets/one-off payment/deductions/shared care arrangements/partner status/Youth Allowance Independent Rate> (<i>Business to add and delete characteristics included in the Business's characteristic profile</i>). • I can obtain proof of my circumstances/details from the department and provide it to CAAHC so that my eligibility for <relevant concession/rebate/service> can be determined. • if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the <concession/rebate/service> provided by CAAHC. 	<p>Yes or No</p>
<p>3. Centrepay</p>	<p>I authorise CAAHC to advise the department:</p>	<p>Yes or No</p>



Authorisation form Multiple consent and authority

	<ul style="list-style-type: none">to change my existing Centrepay deduction or target amount from time to time to ensure my housing payments are met, andof my correct account or billing number if required. <p>I authorise the department to:</p> <ul style="list-style-type: none">provide information for the purpose of reconciling my payment deduction details. <p>I acknowledge:</p> <ul style="list-style-type: none">I can cancel my Centrepay deduction at any time. This will remove my consent from CAAHC and the Business cannot set up any deductions until I provide new authorisation (via a deduction form, online, or in person).If I cancel my Centrepay deduction, I will be required to make alternative arrangements to pay my rent if I am continuing my rental agreement with CAAHC or if I have rent owing.	
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I understand that:

- this consent, once signed, is effective for the service/s indicated, and only for the period that I am a customer of CAAHC
- CAAHC will maintain a record of my consent for a minimum of 2 years from the date I cease to be a customer of the Business.
- consent for EVoR and Income Confirmation, which is ongoing, may be withdrawn by me, at any time, by giving notice in writing to **CAAHC** or by contacting the department.
- if I withdraw part or all of this consent in relation to Electronic Verification of Rent that I will be responsible for notifying the department of all future changes to my accommodation circumstances.
- I can contact the department to cancel my Centrepay deduction at any time, however, I will be required to make alternative arrangements to pay my rent including any rent owing.
- I will be able to obtain a written copy of the income statements the department provides to the Business at any time from either the department or **CAAHC**
- If I cancel my Centrepay deduction, I will be required to give new consent before **CAAHC** can restart a deduction.
- I must tell the department if:
 - I change my address
 - My relationship status changes
 - I start or stop sharing my accommodation with anyone else
 - I purchase or sell any real estate
- every time that **CAAHC** provides information to the department for EVoR and/or Centrepay, I will be advised.

For more information visit humanservices.gov.au

Signature _____

Date _____