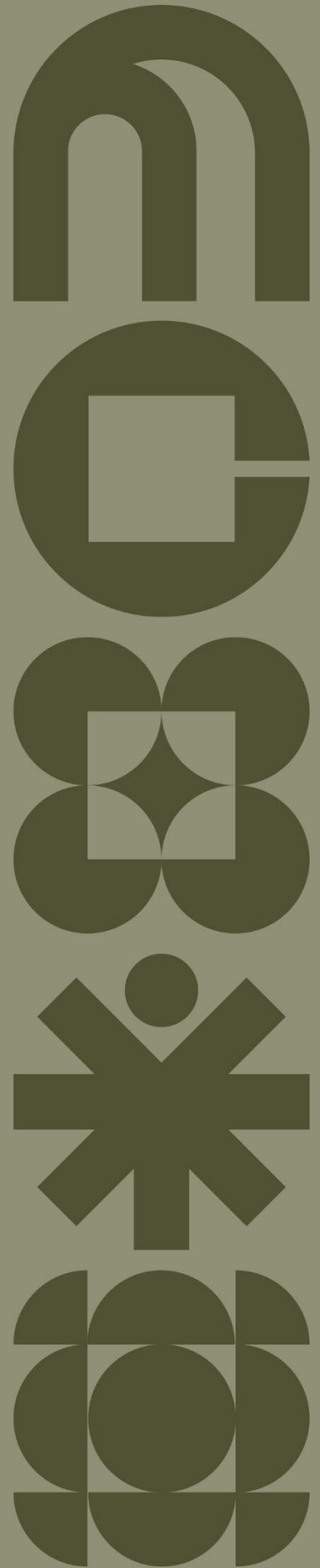


archhousing.com.au

Eligibility & Allocations Policy

Arch



It is the responsibility of the user of this document to ensure that only the current version is being used. Arch may amend this document at any time.

Document and amendment history

DATE	VERSION NUMBER	SUMMARY OF CHANGES
December 2025	1.0	Policy Published

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1. Purpose

This policy describes how Arch decides who will be offered a home in one of our properties.

2. Affordable Housing Criteria

To be eligible, applicants need to meet the following criteria as outlined in the NSW Ministerial Guidelines on Affordable Housing:

- Be 18 years of age or older
- Be a citizen or have permanent residency in Australia
- Be a Resident of NSW and establish their identity
- Be able to sustain a tenancy, with or without support
- Demonstrate housing need and be unable to resolve this in the medium to long term without assistance (more information is provided at the end of this document)
- Have no assets or property which could reasonably be expected to solve their housing situation
- Have a gross household income within the eligibility limits as outlined in the NSW Ministerial Guidelines on Affordable Housing which are updated annually.

Evidence Requirements for Income Eligibility

Applicants will be required to provide the following documentation for Arch to assess income eligibility in line with the [NSW Ministerial Guidelines on Affordable Housing](#).

TYPE OF INCOME	PROOF REQUIRED
Income support payment from Centrelink or Veteran's Affairs	Income Statement from Centrelink or Veteran's Affairs. Centrelink income statements must be current showing the change in payments in line with the most recent indexation.
Wages/Salaries	The most recent tax return and the most recent payslip if a year-to-date figure is included, otherwise the last three months of payslips
Self employed	Profit and loss statement completed by an accountant or the most recent business tax return
Income from an overseas government, Workcover or an insurance agency/company	A letter or statement showing the total amount of money paid and the frequency of payments
Income from investments	Letter or statement from a finance or investment company showing any money paid

Child support	<p>If income is also received from Centrelink, the amount of child support declared in the income statement from Centrelink will be used. If no Centrelink is received or child support isn't paid a transaction from the Child Support Agency is required.</p> <p>If the maintenance income doesn't reflect the amount received, the applicant is required to provide a transaction statement from the Child Support Agency as evidence of payments received</p>
Other	Letter from a company or agency showing the type, amount and frequency of payments

Income and assets evidence documents must not be more than three months old on the date they are submitted to Arch. An exemption is given for Tax Returns and Profit and Loss Statements which must not be more than 13 months old.

3. Application Process

Arch will advertise properties via the Arch website and on RealEstate.com.au

- 1) Applicants submit an application for any vacant properties online at Realestate.com.
- 2) Arch will review all applications for necessary documents and information and confirm eligibility and arrange a viewing for the property if they are eligible.
- 3) After the viewing the applicant is required to advise Arch in writing if they would like to proceed with their application.
- 4) Arch will complete the necessary reference checks including checking on the National Tenancy Database.
- 5) If the checks are in line with Landlord requirements the applicant will be put forward to the Landlord for approval
- 6) Applicant will be notified by Arch if they are approved or declined

4. Approved Applicants

When an applicant is approved, they will be required to pay 2 weeks rent in advance to Arch and the bond (4 weeks rent) to the Rental Bond Board. The notification of approval will include the timeframe for payment, if payment is not received in the required timeframe Arch will proceed to the next applicant.

A Residential Tenancy Agreement will be sent to the approved applicant for signing with all other required documents as per the Residential Tenancies Act. The Residential Tenancy Agreement will also outline the number of approved occupants for the property.

5. Former Tenant Debt

A former Arch or City West Housing tenant who has a debt owing will be ineligible for housing with Arch until the debt is paid.

6. Appealing Decisions

Decisions about eligibility and allocations are appealable.