

Age-Friendly **RENTAL HOUSING GUIDE**

**Inner South-East Metropolitan Region
(Belmont, Canning, South Perth, Victoria Park)**



An Age-friendly Communities project supported by:



**Government of Western Australia
Department of Communities**

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Introduction

This Age-Friendly Rental Housing Guide is one of the outcomes of **Connect with Home**, a project developed by Connect Victoria Park Inc and funded by the Department of Communities' Age-Friendly Communities Program. The project researched Age-Friendly housing options in the Cities of Belmont, Canning, South Perth and the Town of Victoria Park, and supported older single women to explore secure housing options that would meet their needs into the future.

Connect with Home ran from June 2020 to March 2021. Twelve women joined the project to document their current housing situation, personal experience of searching for secure housing, and individual needs and aspirations for housing in the future.

The women met regularly to explore current awareness and knowledge about housing options, as well as resources to build this knowledge and increase confidence. **Connect With Home** tried to match needs and aspirations to appropriate housing options identified, providing support for the women to apply.

This guide is the result of research done by Wendy Morris, **Connect With Home's** Project Officer and herself an older woman with past experience of living under

housing stress. Wendy looked into options to meet the current and future needs of older women renting in the community, and received input from the group in form of tips and stories of lived experience.

In collecting information for the guide, consideration was given to the multiple difficulties faced in the private rental system: rent increases, insecure tenure, eviction notices and inadequate or unsafe housing. Safe, secure and affordable housing becomes more important as people age, therefore the focus of this guide is Social Housing – made up of Public and Community Housing, which may include retirement villages and independent living units – and the National Rental Affordability Scheme.

Connect With Home group will continue to support each other in to the future, and contribute to increase housing literacy in the community. This Rental Guide should assist in that endeavour.

The spirit of **Connect with Home** echoes the

United Nations Universal Declaration of Human Rights:

“Everyone has the right to a standard of living adequate for the health and well-being of himself (sic) and of his family,

including food, clothing, housing, medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.”

Connect With Home acknowledges the Nyoongar Whadjuk people - traditional custodians of the land on which the project took place. We wish to acknowledge the strength of their continuing culture and offer our respects to Elders past and present.

Connect With Home and Wendy Morris wish to acknowledge the following organisations which were of immense support and assistance in this project:

Sussex Street Community Legal Centre – East Victoria Park
Department of Communities – Cannington Access Housing
City of Canning
Connect Victoria Park
Foundation Housing
Juniper/Rowethorpe
Southern Cross Housing
Stellar Living
Swan Care

Social Housing

Social Housing is the overarching term used to describe all subsidised housing in Western Australia, provided for those in need for the duration of their need.

Social Housing includes Public Housing, which is managed by the Housing Authority (Department of Communities), and Community Housing, which is affordable housing for people on low-to-moderate incomes with a housing need, managed and operated by a number of independent, not-for-profit organisations.

According to **Shelter WA**, with 44,000 dwellings, Social Housing makes up 4.1% of homes in Western Australia – of those, 76% are Public Housing managed by the State and 24% are managed by Community Housing providers.

Currently there are around 14,000 applicants on the Joint Waiting List (JWL) for social housing and the average wait time is 2.5 years.



Public Housing

Public Housing is a very secure form of housing for people on low incomes who do not own a home. Rent will always remain at 25% of the tenant's income.

Public Housing may be apartments as well as free standing houses. There is some housing specifically made available for older people. The suburb with the **largest concentration** of Public Housing is Fremantle, with nearly 12% of its housing stock, followed by Belmont and Bassendean.

Public Housing in the Perth Metro area is divided into zones representing adjoining suburbs. When applying, you can select the area you wish to live in – but not the specific suburb – and the type of accommodation you require. Waiting times will vary between zones depending on demand and the amount of public housing in a specific area.

Eligibility

To be **eligible** for Public Housing, you must:

- Be an Australian citizen or permanent resident
- Live in Western Australia and receive your income here

- Not own or partly own property or land (there are some exceptions for people who cannot reside in a dwelling they own e.g. leaving domestic violence)
- Not have cash assets in excess of \$38,400 (singles) or \$63,800 (couples), \$80,000 (seniors 60 years plus singles or couples)
- Be able to prove your identity
- Be 16 years of age or above

There are also **income limits** that you, your partner and any co-applicants must abide to.

Application

To apply for Public Housing, you need to complete the Department of Communities' **Application for Rental Housing form**, available online and from all Department of Community offices. Once the form is completed, it can be lodged at **any office** or mailed in.

Applicants need to establish proof of identity and provide income details when lodging the form.

The Department of Communities' **Information Booklet** contains important information to assist you when applying for rental accommodation.

Read through carefully prior to visiting the office.

It contains information relating to:

- Eligibility
- Proof of identity
- Proof of income
- Proof of assets
- Housing needs
- Housing zones information

You can also get telephone help by calling the Department's main office at (08) 6217 6888 or 1800 176 888. You will be transferred to your office of choice. You will be emailed or posted the application form.

For the South Metro area covered by this guide, the closest Department of Communities/Housing Authority office locations are:

Victoria Park Office

269 Albany Highway
Victoria Park 6100
(08) 9350 3700

Cannington Office

17 Manning Road
Cannington 6107
(08) 9350 3244

Joint Waiting List

When you apply for Public Housing with the Department of Communities' Housing Authority and are deemed eligible, you will be added to the bottom of the particular wait list for the property zone and accommodation size you have been approved for.

The wait list is managed by the Department of Communities and registered Community Housing organisations, that's why it's called a Joint Wait List.

Your application will move up the list as times goes on. When you get to the top of the **wait list**, you will be offered accommodation. In this way, all applicants wait for their turn and don't get housed ahead of others on the same wait list.

Group Tip

Even though the Joint Wait List is long, you have to be in there to be offered accommodation. So don't be discouraged by the waiting times, as there is a chance you will be housed sooner than you expect – and there's also the opportunity to apply for priority need.

If you are offered a property and you decline the offer without "good reason", your application will be removed from the wait list for some time.

According to the Housing Authority, valid reasons to refuse a housing offer include:

- Property does not meet medical needs, i.e. need for ground floor accommodation;
- Property does not meet requirements, i.e. change in family size;
- Family and domestic violence, i.e. family of perpetrator living in the area offered;
- Private lease, i.e. unable to break lease at time of offer.

If the reasons for declining an offer are considered invalid, you have the **right to appeal** the decision.

Group Tip

*Be prepared to provide proof of your reason to reject a housing offer, for instance, a medical statement or pictures of a property you consider not clean or safe. If you need to appeal a Housing Authority decision, you can access assistance from **Sussex Street Community Law Service** to avoid losing your place in the Joint Wait List.*

The Housing Authority will review your application each year to confirm that you are still eligible for and in need of assistance. If your contact details or postal address change, you must advise the Department of Communities so the Housing Authority is able to reach you with the review.

Priority List

If you have a priority need, you may be eligible for priority housing assistance ahead of your turn on the wait list. You will need to provide proof of your claims.

Examples of situations that may contribute to an urgent housing need include:

- Family and domestic violence
- Reunion of a child with family
- Homelessness
- Severe and ongoing medical condition caused or aggravated by current housing situation

To establish priority need, the Department of Communities will account for several factors including current circumstances, availability of any other viable option (such as private rental accommodation) and previous history or debt with the Housing Authority.

Group Tip

You may ask your GP, medical specialist, or local community legal centre for a letter of support to assist your application for priority.

Lived Experience:

“For four years, I have been living in one room without a fridge, and sharing laundry and bathroom with the landlords. As a result, I am on medication for depression and panic attacks. I was successful in gaining access to the Priority Housing List and have been recently housed”, *Connect With Home participant.*



Community Housing

The Housing Authority provides social and affordable housing in partnership with Community Housing non-profit organisations and Local Government.

Twenty-seven providers are registered with the Authority and regulated to ensure effective, efficient and appropriate use of housing assets. They must continuously demonstrate that they are well-managed, well-governed and financially viable.

There are also Community Housing providers that are not registered with the Housing Authority, or are in the process of registration, as is the case with **Connect Victoria Park**.

Community Housing comes in different shapes and sizes, and it can be managed by large organisations or smaller groups. Some providers offer specialised support services, and most will assist with modifications to suit your needs as you age.

Usually, rent at Community Housing is set at 25% of your total household income plus any Commonwealth Rental Assistance you may receive. For some locations, rent is calculated as a percentage of the local private market rent (the average amount a house would cost if rented out privately).

Lived Experience

“I have been a working single mother for years. Now that I am on pension and can't afford private rental, I have had to 'couch surf' with both my children who have families. [...] I have recently been housed in a Council-owned Community Housing complex for older people. I couldn't be happier”, **Connect With Home participant**.

Eligibility criteria for Community Housing is similar to those for Public Housing.

To apply for housing with registered Community Housing organisations, you usually need to apply for Public Housing through the Department of Communities and tick the community housing option. Once your eligibility for Public Housing is confirmed, you are placed on the Joint Wait List, managed by the Department and Community Housing organisations.

When a community housing property becomes available, Community Housing organisations select applicants from the Joint Wait List whose individual requirements match the property. An offer is made to the most suitable applicant. If you have an urgent housing need (see page 7) you may be eligible to apply to be placed on the priority list to access

community housing sooner.

Some Community Housing providers also offer Affordable Housing for people on low-to-moderate incomes. If you do not meet eligibility criteria for Social Housing, contact Community Housing providers to ask if they also offer Affordable Housing, usually charged at a percentage of market rate.



Community Housing Providers

Connect With Home researched age-friendly housing options in the Cities of Belmont, Canning and South Perth and the Town of Victoria Park: these are listed below.

Please note that for many Community Housing organisations, you need to be on the Housing Authority's Join Waiting List to be eligible to receive accommodation - remember to tick the Community Housing box when applying for Public Housing.

Providers that are not registered with the Housing Authority, or that manage both Public Housing and their own housing stock, will have their own wait list or other means to track applicants to their properties.

Look through our list of providers over the next few pages...



HOUSING CHOICES WA (formerly Access Housing)

COMMUNITY HOUSING

Level 7, 25 Rowe Avenue,
Rivervale WA 6103

PO Box 105, Burswood WA 6100

www.accesshousing.org.au

info@accesshousing.org.au

(08) 9430 0944

City of Belmont – predominantly villas and units with some houses in Belmont, Cloverdale, Rivervale, Kewdale

City of South Perth – predominantly units with a few villas and houses in Karawara, Como, Manning, South Perth

City of Canning – predominantly villas and townhouses in Cannington/East Cannington, Queen's Park, St James, Bentley, Wilson

Town of Victoria Park – predominantly villas and units with some houses in Carlisle, Victoria Park, East Victoria Park, St James, Bentley



Eligibility

Age	No age limits
Income	Follows Housing Authority income limits
Assets	Follows Housing Authority asset limits
Uses Housing Authority's Joint Waiting List (JWL)?	Yes, you must be on the JWL to access this housing
Vacancies	Continuously rolling as tenancies end



Lease

Type of agreement	Default for a general tenancy is a periodic lease. Some programs (such as crisis accommodation) will have fixed terms
How is rent set?	Based on income in accordance with Housing Authority's policies, except for National Rental Affordability Scheme properties, which charge 80% of market rent
Rent increases- criteria	Rent is only amended (increase or decrease) at an annual review or if a tenant advises that their income/circumstances have changed



Security

Deadlock/latches on windows	Depending on the property
Security screens on doors, windows	Depending on the property



Types of housing

Independent living	All types of housing available
Free standing/ garden	
High Rise	
Storage room	

HOUSING CHOICES

WA (formerly Access Housing)

continued...



Pets

Dependent on property and by application by the tenant



Modifications Allowed?

(i.e. rails in bathrooms, picture hooks, shelves, pet door)

Yes – by application, generally requires remediation at end of tenancy



Property Inspection Policy

Up to 4 property inspections per year, based on:

- Condition of the property at last inspection;
- Risk of the tenancy – i.e. instances of anti-social behaviour, etc;
- Wellbeing of the tenant – some inspections serve more as welfare checks.



Energy Efficiency

Aircon & Heating	No air-conditioning or heating is provided due to the cost of maintaining this infrastructure
Insulation	Will consider this as a reasonable modification on application, with remediation at end of tenancy
Solar panels	No



Maintenance Policy

Comprehensive maintenance regime ranging from emergency to routine and a 24-hour line to report faults



Access to Major Amenities

Public transport, shops & medical services

Depending on the property



Support & Engagement

- Tenancy Officer allocated to each tenancy who is available between 8am and 4pm on weekdays.
- Tenant Support and Capacity Building Team that facilitates engagement activities such as 'How to manage on a low income', volunteering, MyAged Care etc.
- Advisory Committee of Tenants in the metro area, Mandurah and Bunbury with nominated and elected representation from across tenant cohort (aged, people with a disability, people experiencing mental health issues) to provide input and feedback on services and engagement tenants



Smoking Policy

No smoking inside properties



Parking

No information provided

CITY OF CANNING

COMMUNITY HOUSING

1317 Albany Highway,
Cannington WA

<https://www.canning.wa.gov.au/residents/living-here/aged-care-services/seniors-residential-services>

(08) 6350 7200

Rossmoyne Retirement Village

- 1 Tuscan Place, Rossmoyne - 36 units

Wilson Retirement Village

- (gated: may not be affordable on a pension) - Crn Eureka Road and McManus Street, Wilson - 18 units

Caprice Place Independent Living Units

- (Community Housing) - 8 Caprice Place, Willetton - 20 units



Eligibility

Age	55+ (references required)
Income	Wilson and Caprice Place (residential care nearby) affordable on a pension - Housing Authority limits
Assets	Housing Authority limits
Uses Housing Authority's Joint Waiting List (JWL)?	No, you don't need to be on the JWL to access this housing. Manages own wait list.
Vacancies	



Lease

Type of agreement	As per legislation (Residential Tenancy Act)
How is rent set?	25% of income or 30% if income increases above Housing Authority income limits
Rent increases- criteria	



Security

Deadlock/latches on windows	Deadlocks, some windows with keys
Security screens on doors, windows	Yes



Types of housing

Independent living	Depending on unit
Free standing/ garden	Depending on unit
High Rise	No
Storage room	Yes

CITY OF CANNING

continued...



Pets

Small animals allowed, application required



Modifications Allowed?

(i.e. rails in bathrooms, picture hooks, shelves, pet door)

Yes, at tenant's expense, application required



Property Inspection Policy

Once a year



Energy Efficiency

Airconditioning & Heating	Yes, aircon and fans
Insulation	Yes
Solar panels	No



Maintenance Policy

No information provided



Access to Major Amenities

Public transport, shops & medical services

Yes



Support & Engagement

Communication with tenants via mail or email



Smoking Policy

Outside units only



Parking

1 spot per unit; some under cover depending on unit



CONNECT VICTORIA PARK

COMMUNITY HOUSING

5 Mackie Street,
Victoria Park, 6100

www.connectvictoriapark.org

admin@connectvictoriapark.org

(08) 9361 2904

Currently, Connect Victoria Park offers affordable housing to 80 people aged over 60. They offer 70 one-bedroom and bedsitter rental units on Mackie and Cargill streets, close to public transport, the Victoria Park café and shopping strip, a few blocks away from the Swan River foreshore and a 10-minute bus ride to Perth CBD.



Eligibility

Age	60+
Income	Follows Housing Authority guidelines
Assets	Follows Housing Authority guidelines
Uses Housing Authority's Joint Waiting List (JWL)?	No, you don't need to be on the JWL to access this housing
Vacancies	Manages own wait list



Lease

Type of agreement	First year: 12 month fixed term lease
How is rent set?	Rent is charged at 75% of market rate (March 2020: \$315 - \$360 per unit, depending on size), but no greater than 25% of tenant's income. Bond plus 2 weeks rent in advance; \$5 per week for water; separate meters for power, which allows tenant to claim government subsidy.
Rent increases- criteria	Rent is reviewed annually - before July 1



Security

Deadlock/latches on windows	Dead locks on front doors
Security screens on doors, windows	Ground floor units have security screens on windows



Types of housing

Independent living	Yes - 70 units (30-45 m2), most bedsitters, some with separate bedroom
Free standing/ garden	Communal garden
High Rise	2 levels with ramp to upper levels
Storage room	No

CONNECT VICTORIA PARK

continued...



Pets

Cats and dogs not allowed; fish and birds allowed



Modifications Allowed?

(i.e. rails in bathrooms, picture hooks, shelves, pet door)

Employs a fulltime maintenance officer who deals with reasonable modifications and minor repairs.



Property Inspection Policy

Annual, notice given prior to entry



Energy Efficiency

Airconditioning & Heating	Yes
Insulation	Yes
Solar panels	Yes



Maintenance Policy

Tenants to report maintenance requirements to administration



Access to Major Amenities

Public transport, shops & medical services

Walking distance from Albany Hwy commercial strip (including several medical practices), several TransPerth lines, Victoria Park train station and bus transfer station a short walk away, Centrelink office in walking distance



Support & Engagement

- On taking up residency tenant is supplied with: Tenants' handbook, rent agreement, bond lodgement details
- Office is situated on site and open during work hours (M-F, 8.30am – 4.30pm)
- CEO is contactable via mobile phone after hours for emergencies
- Annual tenants meeting, surveys
- Village Hub membership to all tenants



Smoking Policy

No smoking inside units or in common areas where smoke bothers other residents



Parking

Usually available but depends on demand

FOUNDATION HOUSING

COMMUNITY HOUSING

297 Vincent St,
Leederville, 6007

www.foundationhousing.org.au

(08) 9422 0700

City of Belmont – Kewdale (3), Ascot (15), Belmont (8), Redcliffe (1) Rivervale (1)

City of South Perth – Como (13)

City of Canning – Queens Park (4), Parkwood (3), Beckenham (1), Langford (1), St James (1) Wattle Grove (1)

Town of Victoria Park – East Victoria Park (9)



Eligibility

Age	All ages
Income	Follows Housing Authority guidelines, but also able to house tenants whose income surpasses Department of Communities' limits
Uses Housing Authority's Joint Waiting List (JWL)?	Yes, you need to be on the JWL to access this housing

Lease

Type of agreement	All leases are ongoing while tenant remains within income limits and meets usual conditions of tenancy
How is rent set?	Rent assessed according to household income – never more than 30% of income or market rate for a property, plus Commonwealth Rent Assistance.
Rent increases- criteria	Reviews regularly, and adjusts according to income.

Security

Deadlock/latches on windows	Depending on property. Security screens aren't necessarily provided, however tenant would be able to apply to have them installed
Security screens on doors, windows	

Types of housing

Independent living	Yes – generally accommodation tends to be one and two bedroom units in medium density complexes. Some complexes allocate only seniors
Free standing/ garden	Depending on property
High Rise	No
Storage room	Depending on property

FOUNDATION HOUSING

continued...

Pets

Provided it can reasonably be accommodated in the property and it isn't prohibited by the strata, tenants can apply to have a pet (pet bond payable).

Modifications Allowed?

(i.e. rails in bathrooms, picture hooks, shelves, pet door)

Reasonable modifications allowed, prior approval is required.

Property Inspection Policy

Tenants are given ample notice of property inspections.

Energy Efficiency

Airconditioning & Heating	Generally no
Insulation	No
Solar panels	No

Maintenance Policy

Maintenance department responds to all requests and assign work orders.

Access to Major Amenities *Public transport, shops & medical services*

Depending on property

Support & Engagement

Communicates regularly with tenants on a range of issues by email, post, phone and face-to-face visits. Tenants have the opportunity to join Tenant Advisory Group.

Smoking Policy

Tenants are not prohibited from smoking in their homes unless strata rules prohibits it in some way.

Parking

Type of parking facility depends on unit

HAROLD HAWTHORNE

COMMUNITY HOUSING

2 Memorial Ave,
Carlisle, 6101

www.hhcentre.org

reception@hhcentre.org

(08) 9470 1155

Four aged-person Social Housing dwellings completed in June 2017.



Eligibility

Age	55+
Income	Follows Housing Authority guidelines
Uses Housing Authority's Joint Waiting List (JWL)?	It helps to be on JWL to access this housing; can apply to go on Harold Hawthorne wait list
Vacancies	Not at the time of this report.



Lease

Type of agreement	Follows Housing Authority guidelines
How is rent set?	Follows Housing Authority guidelines (25% of income for Band A; 30% of income for Band B)
Rent increases- criteria	



Security

Deadlock/latches on windows	Some units have "dead locks" and security screens.
Security screens on doors, windows	



Types of housing

Independent living	4 units
Free standing/ garden	Yes
High Rise	No
Storage room	Yes

HAROLD HAWTHORNE

continued...



Pets

Yes, small animals



Modifications Allowed?

(i.e. rails in bathrooms, picture hooks, shelves, pet door)

On application



Property Inspection Policy

Yearly



Energy Efficiency

Airconditioning & Heating	Yes
Insulation	No
Solar panels	No



Maintenance Policy

Maintenance conducted on request.



Access to Major Amenities

Public transport, shops & medical services

Short walk to Carlisle train station, bus lines #38, 39, 288, 298



Support & Engagement



Smoking Policy

No smoking in units



Parking

Garages for each unit

SOUTHERN CROSS HOUSING LTD

COMMUNITY HOUSING

15 Rowe Ave,
Rivervale, 6103

www.scrosswa.org.au

housing@scrosswa.org.au

1300 669 189 (option 3)

42 managed properties on behalf of the City of Belmont in Cloverdale and Rivervale.



Eligibility

Age	55+ - must live in the City of Belmont or have family and friends in the area
Income	Follows Housing Authority limits
Assets	Follows Housing Authority limits
Uses Housing Authority's Joint Waiting List (JWL)?	Yes, you need to be on JWL to access this housing
Vacancies	City of Belmont wait list / currently fully tenanted.



Lease

Type of agreement	Residential Tenancy Agreement (RTA) – Periodic
How is rent set?	25% of income, tenants often entitled to Commonwealth Rent Assistance (CRA)
Rent increases- criteria	Annual rent reviews



Security

Deadlock/latches on windows	Compliant with Residential Tenancy Agreement (RTA)
Security screens on doors, windows	



Types of housing

Independent living	Yes - 1 and 2 bedroom units
Free standing/ garden	Yes
High Rise	No
Storage room	Yes

SOUTHERN CROSS HOUSING LTD

continued...



Pets

Yes, pet bond: \$260



Modifications Allowed?

(i.e. rails in bathrooms, picture hooks, shelves, pet door)

Yes, with written application



Property Inspection Policy

Up to 4 per year, as per Residential Tenancy Agreement (RTA)



Energy Efficiency

Airconditioning & Heating	Yes
Insulation	Yes
Solar panels	No



Maintenance Policy

As per Residential Tenancy Agreement (RTA)



Access to Major Amenities

Public transport, shops & medical services

Yes



Support & Engagement

Communicates regularly with tenants by phone, email and mail



Smoking Policy

No smoking in any units



Parking

SOUTHERN CROSS HOUSING LTD (Own Stock)

COMMUNITY HOUSING

15 Rowe Ave,
Rivervale, 6103

www.scrosswa.org.au

housing@scrosswa.org.au

1300 669 189 (option 3)

Eligibility

Age	55+
Income	Follows Housing Authority limits
Assets	Follows Housing Authority limits
Uses Housing Authority's Joint Waiting List (JWL)?	No, however it is recommended to have applied and been approved to ensure eligibility criteria are met.
Vacancies	As properties become available. Interview is required.

Lease

Type of agreement	Residential Tenancy Agreement (RTA) – Periodic
How is rent set?	Follows Housing Authorities limits
Rent increases- criteria	



Security

Deadlock/latches on windows	Compliant with Residential Tenancy Agreement (RTA)
Security screens on doors, windows	

Types of housing

Independent living	Yes
Free standing/ garden	Depending on unit
High Rise	No
Storage room	Yes

SOUTHERN CROSS HOUSING LTD

continued...



Allowed except for certain dog breeds, please check with a Property Manager (pet bond \$260)



Yes, with written application



Annually, with at least 7-day notice.



Airconditioning & Heating	Yes
Insulation	Yes
Solar panels	No



As per Residential Tenancy Agreement (RTA)



Yes



Communicates regularly with tenants by phone, email and mail



No smoking in any units



STELLAR LIVING

COMMUNITY HOUSING

Office 1, 1 Hadlow Place (cnr Connemara Drive), Thornlie, 6108

www.stellarliving.com.au

enquiries@stellarliving.com.au

(08) 9452 9200

Affordable housing provider with the majority of accommodation targeted to over 55's in the Peel region, but also small complexes in Belmont and Thornlie. For further information comprehensive information sheets are available [here](#).



Eligibility

Age	Over 40 preferable
Income/Assets	Stellar Living seeks to provide affordable housing to eligible people and families based on organisational aims and Housing Authority eligibility requirements.
Uses Housing Authority's Joint Waiting List (JWL)?	Yes, more likely to access this housing if on the JWL
Vacancies	Currently fully tenanted



Lease

Type of agreement	Periodic leases
How is rent set?	25% or 30% of income, tenants often entitled to Commonwealth Rent Assistance (CRA)
Rent increases- criteria	Reviewed annually and/or if your household income changes



Security

Deadlock/latches on windows	Dead locks on doors/some units have security screens on windows
Security screens on doors, windows	Security screens on windows



Types of housing

Independent living	Yes
Free standing/ garden	No
High Rise	Ground and first floor
Storage room	Some units

STELLAR LIVING

continued...

Pets

Allowed in some properties, tenant needs to discuss with Property Officer before pet moves in. A pet bond will be charged. Dogs listed on WA's Dog (restricted Breeds) Regulation 2002 are strictly forbidden.

Modifications Allowed? *(i.e. rails in bathrooms, picture hooks, shelves, pet door)*

Yes, prior written approval must be received before any alterations.

Property Inspection Policy

4 per year

Energy Efficiency

Airconditioning & Heating	No
Insulation	Yes
Solar panels	No

Maintenance Policy

Regular maintenance cycles plus tenants' reports to administration

Access to Major Amenities *Public transport, shops & medical services*

Yes

Support & Engagement

Quarterly Newsletter. Tenant Advisory Committee - a forum for tenants and household members to become involved in the activities of Stellar Living and to provide feedback on service delivery.

Smoking Policy

Outside only

Parking

Depending on unit

COLLIER PARK VILLAGE

RETIREMENT VILLAGE

16 Morrison St, Como

<https://southperth.wa.gov.au/community/facilities/collier-park-village>

enquiries@southperth.wa.gov.au

(08) 9313 0200

Owned and managed by City of South Perth - 169 units; 60 rentals; 78 to become rentals in the near future.



Eligibility

Age	55+ able to live independently; may be employed
Income	No requirement
Uses Housing Authority's Joint Waiting List (JWL)?	No. Manages own wait list, waiting period average of 20 months



Lease

Type of agreement	Short term lease – under Retirement Village Legislation
How is rent set?	Offers both “Life Lease” and rental. The lease price of each unit is determined by an independent party, taking into consideration current market trends. Included in the lease price is: a non-refundable contribution to village amenities (lease premium); a 5% non-refundable refurbishment levy, calculated on the total purchase price of the unit.
Rent increases- criteria	Rent is reviewed annually using Consumer Price Index as guide. \$5-\$15 per month on average



Security

Deadlock/latches on windows	Deadlocks on doors; security screens on all windows
Security screens on doors, windows	



Types of housing

Independent living	Yes. 2 bedroom, 1 bathroom, lock-up garage adjacent to unit.
Free standing/ garden	Yes
High Rise	No
Storage room	Yes, with lock

COLLIER PARK VILLAGE

continued...



Allowed, "pet agreement" applies.



Yes, application required



None conducted unless issues arise



Airconditioning & Heating	Yes
Insulation	Yes
Solar panels	No



Tenants to report maintenance requirements to administration



Yes – served by TransPerth #34 bus



Compliant with Retirement Village Legislation. Open and transparent approach to communication between administering body and lessee.



No smoking in communal grounds



Lock-up garage

JUNIPER/ ROWETHORPE

RETIREMENT VILLAGE

4-10 Hayman Rd,
Bentley, WA 6102

www.juniper.org.au

(08) 6363 6311



Eligibility

Age	55+
Income	Housing Authority income limits, asset limit of \$45,000 (not including superannuation)
Uses Housing Authority's Joint Waiting List (JWL)?	No, you don't need to be on the JWL to access this housing
Vacancies	Manages own wait list

Lease

Type of agreement	Lease for life (Retirement Villages Act)
How is rent set?	25% of income (Commonwealth Rent Assistance)
Rent increases- criteria	

Security

Deadlock/latches on windows	All doors have deadlocks, some windows have security screens. 24-hour Duress security call system (for emergencies)
Security screens on doors, windows	

Types of housing

Independent living	One and two bedroom units. Transitional Housing and Residential Care also available
Free standing/ garden	Depending on property
High Rise	No
Storage room	No

JUNIPER/ ROWETHORPE

continued...



No



Yes, on application (at resident's cost) as per Residential Tenancies Act



One per year



Airconditioning & Heating	Yes
Insulation	No
Solar panels	No



Onsite



Close to Curtin University bus station. On-site doctors, nurses, pathology, chemist. Government community services available, i.e. podiatry, Silverchain



Newsletter/memos



Outside units only



Some units have carports; if not parking available on-site

SWAN CARE

RETIREMENT VILLAGE

26 Plantation Drive,
Bentley, 6102

www.swancare.com.au

(08) 6250 0000



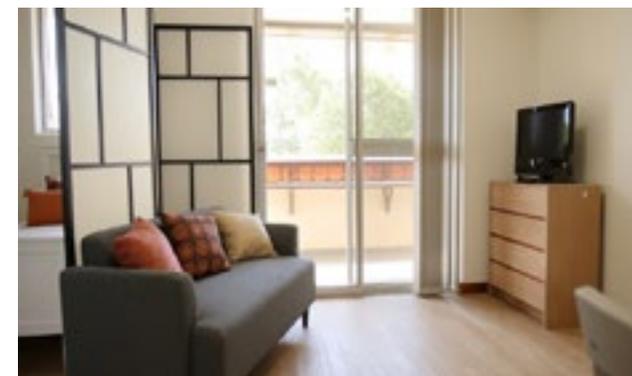
Eligibility

Age	SwanCare offers affordable rental accommodation at a Bentley Retirement village for people 55+ who are no longer working full time.
Income/Assets	No limit
Uses Housing Authority's Joint Waiting List (JWL)?	No
Vacancies	Manages own wait list, potential residents required to complete a rental application form



Lease

Type of agreement	12-month lease initially with potential for ongoing if rental conditions are met
How is rent set?	No information provided - \$301 per fortnight for bedsit/studio ; \$501 per fortnight for 1 bedroom unit
Rent increases- criteria	Rent is reviewed annually



Security

Deadlock/latches on windows	Deadlocks and latches on windows. Security screens on doors and windows in some units.
Security screens on doors, windows	



Types of housing

Independent living	Yes
Free standing/ garden	Yes, dependent on unit
High Rise	Yes
Storage room	Yes

SWAN CARE

continued...



Pets

Resident can apply to bring pet with them. Approval must be sought prior to moving in. Cannot replace pet once it passes away



Modifications Allowed?

(i.e. rails in bathrooms, picture hooks, shelves, pet door)

Unit modification is allowed but must be applied for and approved



Property Inspection Policy

Inspection at 12 months or prior if need identified. Notice given prior to any inspections



Energy Efficiency

Airconditioning & Heating	Generally reverse cycle AC or fan, depends on unit
Insulation	Yes
Solar panels	No



Maintenance Policy

As part of fortnightly rent, general maintenance from fair wear and tear to fixtures and fittings in unit is covered. Items that are not covered, will be the residents' responsibility and are to be paid within 30 days after billing



Access to Major Amenities

Public transport, shops & medical services

Medical centre on site; shop on site; public transport routes run through centre of village



Support & Engagement

SwanCare has an open door policy and encourages all residents to contact the appropriate staff member to discuss any issues.

A residents' committee is a conduit for information flow between residents and management and meets with residents and management monthly.



Smoking Policy

No smoking is permitted in any high rise buildings. Smokers are not to allow smoke to impact on any of their neighbours.



Parking

Depending on unit

National Rental Affordability Scheme (NRAS)

The **National Rental Affordability Scheme** (NRAS) is a federal initiative, delivered in partnership with state governments. It provides people on a low-to-moderate income with an opportunity to rent homes at a rate that is at least 20% below market value rent for up to 10 years.

NRAS homes are not Public Housing, they are affordable rental homes, owned by private investors and managed by not-for-profit and non-government organisations.

NRAS Properties range from studio apartments through to large family homes, and can remain in the Scheme for up to 10 years. They are usually located where affordable rental accommodation is most needed, especially in areas where employment, schools and other services are available nearby.

Group Tip

When properties are 10 years old, owners may choose to increase rent as they are no longer required to provide the 20% discount.

Tenants of NRAS rental homes have the same rights given to all tenants under the relevant residential tenancy laws in Western Australia.

Eligibility

To be **eligible** for the National Rental Affordability Scheme, you must:

- Provide proof of your household's gross income over the last 12 months
- Continue to prove income to your tenancy manager on an annual basis
- Not exceed the relevant **household income limits** for your household composition

Income levels for eligible NRAS tenants are generous and accommodate a range of low to moderate income earners. The NRAS allows for tenant salary increases of 25% above the income limits after the tenancy has begun.

Application

The Australian Government does not select or manage NRAS tenants or maintain a waiting list for NRAS rental homes. You can apply to rent an NRAS home through an **approved participant or their tenancy manager** in Western Australia.

Tenants for NRAS properties are selected by investors and their tenancy managers. Tenancy managers review tenancy applications and maintain waiting lists for NRAS homes, but the final decision to choose a tenant is always made by the dwelling owner.

Properties

Approved NRAS tenancy managers in the Perth South Metro area:

Australian Affordable Management Cooperation Ltd
www.amcnras.com.au/locations

Amana Living Inc
<https://www.amanaliving.com.au/>

Affordable Housing Securities Ltd
<https://www.aahsl.com.au/>

Community Housing Ltd (Ian Shields)
<http://www.chl.org.au>

Foundation Housing
www.foundationhousing.org.au

Magna Realty
www.magnarealty.com.au

National Housing Group Pty Ltd
www.nationalhousinggroup.com.au

Niche Living
<https://www.nicheliving.com.au/>

Stellar Living Limited
www.stellarliving.com.au

Yaran Property Group
www.yaran.com.au

Access Housing
<https://www.accesshousing.org.au/>

WAI Group
<http://www.waigroup.com.au/nras/>

Additional Details on NRAS Rentals

- Rent will vary according on the type of accommodation and is set at a discount to market rates. Eligible tenants should not spend more than 30% of their income on rental expenses.
- A 12-month lease is normally provided to tenants using a Real Estate Institute standard lease applicable to the location of the NRAS property. REI leases are standard for all residential tenancies within Australia.
- NRAS does not provide tenants with any special rights over and above the relevant residential tenancy legislation in the State or Territory where the NRAS property is located.
- All of the same rights and obligations of the applicable tenancy laws are equally applicable to both the NRAS property landlord and the NRAS tenant. To retain the NRAS discount to market rental, NRAS tenants will want to properly maintain the property.

For more information about NRAS, you may visit the **Australian Government Department of Social Services** website or email NRAS@dss.gov.au.

Lived Experience

Although NRAS seemed like a valid option, most Connect With Home participants felt it was not secure enough. One participant who experienced rent increases and inadequate management of a NRAS rental confirmed the group's fears.

Comments and cautions on the NRAS

The National Rental Affordability Scheme was established by the federal government in 2008 to stimulate the construction of new affordable housing during the Global Financial Crisis.

Funding for new rounds of construction under the NRAS was terminated in 2014. The final dwellings were delivered into the Scheme in June 2016 and the NRAS will conclude on 30 June 2026, at which point properties revert to regular operation.

Under the Scheme, the government has subsidised the construction of 34,501 new dwellings, which provide rent set at least 20% below market value for 10 years. It is

estimated that these dwellings currently house some 63,000 tenants, of which 14% are aged over 55.

To achieve allocation of new dwellings as rental homes to low-to-moderate income earners, the government offered investors **tax incentives**. The incentive for 2019/2020 is \$11,248 (25% offered by the state government as a direct payment, and 75% funded by federal government in the form of refundable tax offset).

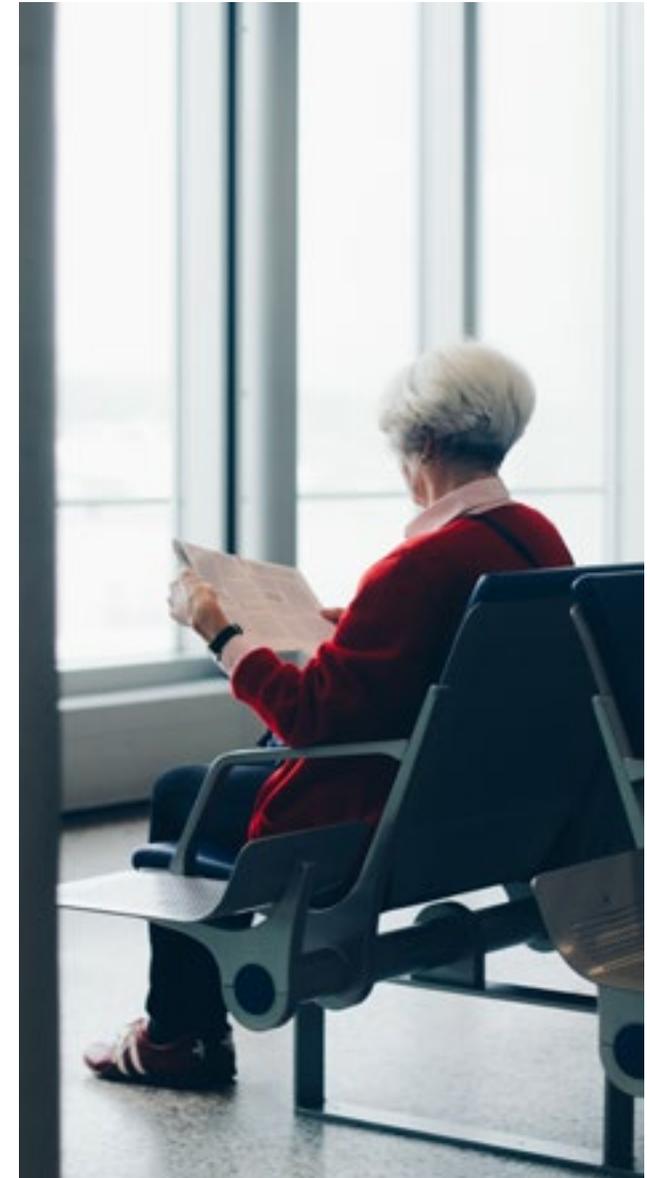
Shelter WA, the peak body in Western Australia that advocates for social and affordable housing, offers some caution to people looking into becoming NRAS tenants:

“When the NRAS scheme ends, tenants will face a highly competitive and challenging private rental market, where renting has become more unaffordable in recent years. To achieve or maintain housing stability and security in this environment, some tenants will need additional assistance and support.

Data indicates that there will be 131 tenant exits from NRAS in Western Australia in 2020, over 600 exits between 2021 and 2022, over 2,000 in 2023-24, and nearly 2,500 in 2025-2026. Shelter WA calls for a review of the expiring NRAS, and its impacts on tenants in WA. The review and plan would include investigation of whether a subsidy or some other form of support will be needed.”

Tenancy WA, a not-for-profit organisation that provides information and advice relating to the Residential Tenancy Act and advocacy for tenants in WA comments:

“A few tenants have referred to ‘huge increases in rent’ (one as high as \$224 per week extra). Most have referred to a specific clause in the agreement which allows for increases based on ‘NRAS indexation and or external market evaluation’. Tenants have been concerned that these increases are not negotiable and difficult to verify or argue. On one occasion this increase occurred when the owner ended the agreement with NRAS. This tenant also stated that the owners only wanted to offer a 6-month contract, even after 7 years in the same property.”



Private Rentals

As the Joint Wait List for Public and Community Housing is long, it may take time for you to find appropriate accommodation. In that case, it may still be necessary to rely on the private rental market.

To move into a rental property, you will need to have money to pay for:

- rent in advance (two weeks)
- security bond (maximum of four weeks rent)
- a bond for a pet to cover fumigation costs (if applicable)
- other costs associated with changing house, such as moving furniture, electricity connection etc.

The amount of rent you pay depends upon location, amenity and whom you are renting from, and there are a couple of ways to make it more affordable.

If you are on an age pension, you may be eligible for Commonwealth Rent Assistance to help with the cost of rent. To find out more, contact **Centrelink** on **13 2300**.

The Department of Communities' Housing Authority offers bond assistance and two weeks' rent in advance as an interest-free loan to help people obtain accommodation in the private rental market. Limits apply to the amount you can borrow. Rent must not be more than 60% of your income.

To obtain this assistance, visit any **Department of Communities - Housing Division office** (no appointment is necessary). You will need to supply documents to prove your income, identity and the amount of rent you will be required to pay.

For more details on renting a private home, please refer to **Renting a home in Western Australia: a tenant's guide**.

Green Circle (formerly Tenancy WA) is a community legal centre that provides specialist legal services in residential tenancy law to assist people who are otherwise disadvantaged in accessing legal services. You can access their **factsheets** or contact them directly: **(08) 6148 3636**, **enquiries@circlegreen.org.au**



Further Housing Assistance

Disability Housing Assistance

As part of Social Housing, the Department of Communities offers additional **assistance to people with disabilities**.

To be eligible for assistance, your disability must be permanent or likely to be permanent, and impact on your housing requirements (i.e. building design, proximity to services and/or support needs).

You must also meet the income limits for people with disabilities, which are higher than for other customers, recognising the additional costs faced by people with disabilities.

Bond Assistance Loans

The Housing Authority offers **bond assistance** and two weeks rent in advance as an interest-free loan to help people obtain accommodation in the private rental market.

You need to meet approved **income limits**.

Commonwealth Rent Assistance

You may be able to access **rent assistance** from the federal government, based on the rental fees you pay and Centrelink benefits you receive.

For every \$1 of rent you pay above **set amounts**, you'll get 75c.

In particular, this may be of assistance for people in retirement villages, boarding houses or lodging, but it is also available for people living in Community Housing.

Rent assistance is not available to people in Public Housing as the rent is already subsidised.



Useful Organisations and Links

Sussex Street Community Legal Service

Sussex Street Community Law Service Inc is a non-profit, non-government, community-based organisation that provides access to accountable, non-judgemental and effective legal services to low-income people in the community.

SSCLS primarily target their services to people who are ineligible for legal aid and who are unable to afford the services of a private solicitor.

SSCLS services are available to people in:

Victoria Park, East Victoria Park, South Perth, Kensington, Como, Bentley, St James, Carlisle, Welshpool, Kewdale, Cloverdale, Rivervale, Lathlain, Redcliffe, Ascot, Belmont, Queens Park, Karawara, Manning, Salter Point, Waterford, Wilson, Rossmoyne, Riverton, Shelley, Ferndale, Cannington, East Cannington, Beckenham, Kenwick and Wattle Grove.

To make an appointment:

Contact: (08) 6253 9500
Monday to Friday
9.30am - 4.30pm

<http://www.sscls.asn.au/>

Tenancy WA

(note transition to new agency - Green Circle - details on website)

Tenancy WA helps people who rent their home to resolve their tenancy problems. Our role is to advise, support and educate people so they are able to resolve any rental issues and better understand their rights and responsibilities as a tenant. Fact sheets available on the website.

Tenancy WA can help if you:

- rent a private home;
- live in public housing;
- live in community housing;
- rent a caravan or a unit in a residential park;
- are boarding in a lodging house or a private home.

Contact: (08) 6148 3636

<http://www.tenancywa.org.au/>

Shelter WA

Drives change by facilitating collaboration amongst those who have an impact on housing, while providing evidence-based policy, advice, engagement, representation and strong advocacy for an effective housing system.

Contact: (08) 93256660
info@shelterwa.org.au

<https://www.shelterwa.org.au/>

Useful Organisations and Links

The Home Hub

Disability Housing and Emergency Crisis Housing Perth.

The Home Hub allows people to search, choose and apply for a new home quickly and easily.

People who benefit from using The Home Hub are:

- On the housing waitlist, or have been refused from the waitlist
- Experiencing or at risk of experiencing homelessness
- Living with a disability
- Living in unaffordable housing, paying more than 30% of household income on rent
- Looking for a safe, affordable and longer-term home
- In need of crisis or urgent housing services

<https://www.homehub.org.au/>

WACONNECT - Emergency Services Directory

WACONNECT is a directory of community service providers managed by the DropIN team at the Western Australian Council of Social Service. It contains real time search results of emergency relief services, with phone numbers, operating hours, and directions on the services available. WACONNECT was originally called ERCONNECT, and changed its name to better reflect its offerings in mid-2020.

Users can search for food relief, financial counsellors, and emergency accommodation, among other services, and get a list of services that can provide assistance in the location that is convenient. WACONNECT is a free directory for service providers, and people looking for assistance.

<https://wacconnect.org.au/>