

Sign-Up Process

This information explains the process Foundation Housing will follow when you are offered a home with them.

Once you have been interviewed by our Allocations staff, your paperwork is passed to the Housing Coordinator for that property. The Housing Coordinator will contact you once the property is ready for re-letting and arrange for you to view it. This is so you are able to have a look inside the house and decide if you would like to either accept or decline the property.

WHAT HAPPENS AT THE VIEWING?

- You will meet the Housing Coordinator for the property.
- Receive a property offer letter with details of your rent charge and amount you need for your bond.
- Receive a form to take to Department of Housing if you require a bond loan.
- You have 24 hours to decide if you would like to accept the property.

WHAT HAPPENS AFTER I HAVE ACCEPTED THE PROPERTY?

- If required, give your current landlord 21 days notice to end your tenancy.
- Your Housing Coordinator will arrange a date and time for you to attend our office to sign up for the property.
- If the property is ready to occupy, you will be expected to sign up to the property within three days of viewing it.
- Prior to your sign up you need to provide us with your bond from either your own finances or through the Department of Housing Loan Scheme.

WHAT HAPPENS IF I WANT TO REFUSE THE PROPERTY?

- You must contact Foundation Housing Allocations with a valid reason for your refusal within 24 hours of viewing the property.
- If your reason is deemed valid then you will remain on the Joint Wait List until a more suitable property becomes available, however we are unable to say how long this will take.
- If your reason is deemed invalid you will be removed from the Joint Wait List for six months. Your original application listing date will remain the same with the Department of Housing. After six months you will be reinstated on the Joint Wait List.



HOW DO I GET A BOND LOAN?

To get a bond loan you need to take the property offer letter and Department of Housing Bond Application Form given to you at the viewing to your local Department of Housing office.

As well as the offer letter and bond form you will also need to take:

- Proof of ID – e.g. passport, driving license or birth certificate.
- A document with your name and current address – e.g. driving license, utility bill, bank statement.
- Proof of income – e.g. Centrelink statement, 12 weeks' worth of pay slips from your employer.
- Evidence of your bank account balances – e.g. bank account statements or an ATM balance slip.

Please allow yourself enough time to have the application processed as this can take up to an hour for Department of Housing staff to process. If you do not provide us with confirmation of your bond loan, we will not be able to sign you up for the tenancy.

WHEN DO I GET THE KEYS FOR THE PROPERTY?

- Once you have your bond or bond loan in place we can issue you with the keys to your property.
- When you attend the sign-up appointment at the relevant office circled below, at the date and time given to you by the Housing Coordinator.

Please note that the sign-up appointment will last up to 1 hour and you must ensure that you arrive on time as the Housing Coordinator may have other appointments arranged that day. If you miss your appointment, it must be re-arranged within 24 hours, if not you may lose the offer of the property.

WHAT HAPPENS AT THE SIGN UP?

- You will be signing your tenancy agreement which is a legal document, so please let the Housing Coordinator know if you need an interpreter.
- You will be given all the relevant information for your tenancy in your new home.
- Once the sign up is complete you will be handed the keys to your new property and you are then able to move in.