

Allocation

Frequently Asked Questions (FAQ)

Q: How does Evolve Housing decide who receives a property?

A: Properties are offered based on who needs housing most urgently, when the application was received, and whether the property is suitable for the applicant's needs.

Q: What is Housing Pathways?

A: Housing Pathways is the NSW social housing application system. Eligible applicants are placed on the NSW Housing Register.

Q: What does Evolve Housing consider when matching applicants to a property?

A: Household size, location preferences, accessibility needs, support needs and sustainability of the tenancy.

Q: Can I be matched to a property with disability modifications?

A: Yes. Modified properties are prioritised for applicants who can demonstrate a need for those modifications. You may be asked to provide evidence and support documentation.

Q: Can I request a ground floor property?

A: Yes. Ground-floor properties are allocated to applicants who can demonstrate a need for them with supporting documentation or medical evidence.

Q: What is non-standard allocation?

A: A non-standard allocation may be used in exceptional circumstances such as serious risk, urgent transfers or specific housing needs.

Q: How many bedrooms am I entitled to?

A: Bedrooms are based on the number of household members and assessed housing needs.

Q: Can I receive an extra bedroom?

A: In some circumstances, an additional bedroom may be approved where sufficient evidence supports the need.

Q: Are Aboriginal and Torres Strait Islander applicants entitled to an additional bedroom?

A: Subject to policy requirements, Aboriginal and Torres Strait Islander applicants may request one additional bedroom in recognition of family responsibilities.

Q: Do children have to share bedrooms?

A: Generally, same-sex children are expected to share until age 18 and opposite-sex children until one child reaches age 10.

Q: Are elderly applicants given special consideration?

A: Yes. Applicants aged 80+ or Aboriginal and Torres Strait Islander applicants aged 55+ may receive special consideration.

Q: What happens if I owe money from a previous social housing tenancy?

A: Outstanding debts may need to be repaid before an offer of housing can be made.

Q: What if I previously rented from Evolve Housing?

A: All rent and non-rent debts owed to Evolve Housing must generally be paid before a new housing offer can be made.

Q: Do I need to keep my details updated?

A: Yes. Applicants should keep their Housing Register information up to date to ensure suitable matching.

Q: Can I appeal a decision?

A: Yes. You can request a first-level review from Evolve Housing and, if still dissatisfied, seek a review through the NSW Housing Appeals Committee.

Q: Who can I contact for more information?

A: Contact Evolve Housing on 1800 693 865, email: myevolve@evolvehousing.com.au or visit www.evolvehousing.com.au