

Fact sheet: How we determine eligibility, assess applications and allocate HHS homes



Haven Home Safe (HHS) aims to provide housing options that offer secure housing to eligible low-to-moderate income Victorian households in a transparent and consistent way.

This fact sheet explains how Haven Home Safe (HHS) determines eligibility, assesses applications, and allocates social and affordable housing properties that we own or manage.

What is social housing?

Short and long-term rental properties owned or managed by HHS. For people who meet Victorian Government eligibility requirements, rent is calculated at 25 - 30% of total household income, depending on the type of property you're renting.

What is affordable housing?

Long-term, stable housing for people on low to moderate incomes who are not eligible for social housing. Rent is set at a discounted rate - 74.9% - of the independently assessed Market Rent (what a property could cost in the private rental market).

How we allocate homes

To ensure tenancies are suitable and long-term, when allocating people to our properties we match the household size and their needs to the properties we have available. When determining suitability, we consider:



People over 18 having their own bedroom.



Siblings of different genders not being required to share a bedroom regardless of age.



Children of the same gender within a household can share a bedroom.



Only allocating a single person to studios or rooming houses.



Existing connection to the area. Preference will be given to allocating people already residing in proximity to the property or moving to the area due to employment or family reasons.



If a person is eligible for the [Victorian Housing Register](#) (VHR).

What's the Victorian Housing Register (VHR)?

- The VHR is where you register for **social and affordable** housing in Victoria.
- To apply for HHS **affordable** housing, you do not have to be on the VHR.

Call the **VHR helpline on 1800 149 361** for support with a VHR application.



Scan for more info!

Got questions? We're here to help



Haven Home Safe Housing Team
1300 429 364 (select option 2)



To be eligible for HHS social or affordable housing, you need to:



Be an Australian citizen or permanent resident.



Live in Victoria or have a reason to move to the area due to employment or family.



Meet relevant household income and asset limits. You cannot own a property.

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Be over 18 years of age. Those under 18 need a suitable guarantor.



Show you can sustain a successful tenancy by providing two recent rental and one personal reference.

What's a successful tenancy? This means you will pay rent, keep the property in good condition, be a good and responsible neighbour, and continue to communicate with HHS or support agencies.

You also need to meet the relevant eligibility criteria:

Am I eligible for social housing?

- ☐ Do I meet the government eligibility criteria?
- ☐ Do I meet the Victorian Housing Register (VHR) guidelines?
- ☐ Do I meet income and asset limits set by the government?

If you meet the criteria:

- ☐ Have I submitted a VHR application?
- ☐ In my VHR application, have I selected 'provided 'consent to Community Housing'? This allows the VHR to share your details with us.

➔ If you need support with your application, contact the VHR helpline 1800 149 361.

What happens next?

If a suitable property comes up, we'll contact you.

➔ Learn more in our fact sheet: How we calculate and review your rent in social housing.

Am I eligible for affordable housing?

- ☐ Does your household have a low or moderate-income?
- ☐ I don't own a residential or commercial property

If you meet the criteria:

- ☐ Search for available affordable housing properties on realestate.com.au, domain.com.au and the HHS website.
- ☐ Submit a complete application on time and provide all relevant documents. We cannot consider incomplete applications.

What happens next?

We'll assess your application and let you know the outcome.

➔ Learn more in our fact sheet: How we calculate and review your rent in affordable housing.

Things to consider in social housing:

- If successful, we offer a 12-month lease. This can be renewed for 1, 2 or 5 years depending on household circumstances.
- Rental rebates are reviewed twice each year.
- Market rents are reviewed annually.

Things to consider in affordable housing:

- You can apply for affordable housing if you are on the Victorian Housing Register (VHR), but this is not a requirement.
- If successful, we offer a 12-month lease. This can be renewed if renters continue to be eligible and show good renter behaviour.
- Market rents are reviewed annually.

Frequently Asked Questions (FAQs)

What is the Victorian Housing Register (VHR)?

The VHR is where you register for social and affordable housing in Victoria. It is managed by the Victorian Department of Families, Fairness and Housing (DFFH). There are two categories: Priority and Register of Interest. Learn more here: housing.vic.gov.au/victorian-housing-register

How can I apply for a HHS social or affordable property?

First make sure you meet the eligibility criteria (as above).
For affordable housing you can search for available affordable housing properties on realestate.com.au, domain.com.au and the [HHS website](#).
For social housing: You need to be on the VHR. We will contact you if we have a suitable property.

What happens once I submit my application?

For social housing: We will contact you if we have a suitable property.
For affordable housing: We will review your application and let you know the outcome as soon as we can.
Please note: Submitting an application is the first step only and allows us to assess your eligibility and housing needs. It is not a housing offer.

What’s the average wait time for a HHS house?

Demand for housing is very high and wait times can vary significantly depending on property availability and priority need.

What happens if my contact details or circumstances change after I put my application in?

It’s important your details are kept up to date so we can contact you.
For social housing: Update your application by filling in the [VHR Change of application details form](#).
For affordable housing: Email allocations@hhs.org.au. If you are on the VHR, you will need to also update your application.

What happens if my household members change and I need a bigger or smaller property?

For existing renters, where available HHS will offer a transfer to another property or support a renter to find alternative housing. Your Tenancy and Property Manager can support with this.

What happens if our household income increases and we no longer meet the income eligibility criteria?

Both social and affordable housing are determined by household incomes. If you no longer meet the criteria, we may:

- Review your eligibility for our housing.
- If you are no longer eligible, you could be charged full market rent.

