The Housing Hub
Tip Sheets for Housing Providers

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TIP SHEET 1
Registration and Sign-In

Provider Registration

- Register your organisation at www.thehousinghub.org.au/provider-registration to open an account. If you would like to register more than one housing provider, you will need to register each provider using a different email address.

- A Housing Hub staff member will review your registration details and email your login information within 48 hours.

Provider Log-In

- Once you have received your login details, visit www.thehousinghub.org.au and click on "Housing Providers" (located in the menu at the top of the page).

- From the panel that appears, click on "Sign In". The Sign In page will appear.

- Enter your username (or registered email address) and password and click on the Login button to proceed. If you have forgotten your password, you can click on the "Forgot your password?" link below the Login button. Refer to the section "Recovering your username and password" for further instructions.

- Once you have logged in, the Provider Dashboard will appear. To get started, click on "Add New Listing" and follow the steps on Tip Sheet 3: Listing your Properties.

Changing your password

Note: If you cannot log-in, please refer to the section named "Recovering your username and password" instead. This section explains how to change your password if you already know what your password is.

- Before you can change your password, you need to log-in to The Housing Hub. Follow steps 1-3 under the "Provider Log-In" section.

- Once you have logged in, the Provider Dashboard will appear. Click on "Account Settings".

- The "Edit Account Details" page will appear.

- Your username, along with your first name (and possibly last name) will appear, along with your email address.

- Enter your current password into the "Current Password" field.

- Enter your new password into the "New Password" field.

- Type in your new password again, into the "Confirm new Password" field.

- Click on the "Save Changes" button to confirm your new password.

Recovering your username and password

If you have forgotten your username or password, you can follow these steps to recover them.

- Visit www.thehousinghub.org.au and click on "Housing Providers" (located in the menu at the top of the page).

- From the panel that appears, click on "Forgot password" from the menu on the left.

- If you know what email address you registered with, enter your email address and click on "Reset Password".

- A message will appear instructing you to "Check your email for a link to reset your password."

- Check your email inbox for an email with the subject "[The Housing Hub] Password Reset". If you cannot find it, look in your Junk Mail or Spam folder. If the email has not arrived after 5 minutes, repeat steps 1-4 and then check your email Inbox and Junk Mail or Spam folders again.

- The email you receive will look something like this:

  Hi there,

  Someone has requested a password reset for the following account:

  https://www.thehousinghub.org.au/

  Username: yourusername

  If this was a mistake, just ignore this email and nothing will happen.

  To reset your password, visit the following address:

  (A special link to reset your password on the Housing Hub here will appear here)

  Thanks!

- Click on the special link and you will be taken to the "Password Reset" page.

- Enter your new password, and in the "Repeat New Password" field, enter your new password again.

- Click on the "Reset Password" button to confirm your new password.

- A message at the top of the page will appear: "Your password has been changed. You can login now.

- Follow the instructions in the "Provider Log-In" section above to access the Provider

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TIP SHEET 2
Getting started

What you need before you begin

- Make sure you have all the details of the property on hand, including a basic address
- You need to know the number of available bedrooms versus total number of bedrooms at the property
- You need to know the number of bathrooms the property has
- Does the available bedroom/property also have an ensuite?
- Find out which NDIS region the property is located in
- You need to know what category of housing your property falls under i.e. group home or specialist disability accommodation (SDA)
- If the property is SDA:
  - Which design category is the property assessed as?
  - What is the SDA building type?
  - Is the property registered as SDA?
  - Is the property a new build or existing/legacy stock?
- Decide on a title for your listing. Think of the title as a headline, it should not include any numbers or the housing providers name
- You must know the duration of disability support provided (if any)

What you should also consider

- What images of your property you want to include – see Tip Sheet 6 for more details
- Contact details for who will handle enquiries
- What the accessibility features of the property are
- How you want to describe the property in your brief description – see Tip Sheet 5 for helpful tips
- Any brochures you can include with your listing (a limit of 1)
- The type of tenants your property is most suitable for
- Details of who the support provider is and what type of support is offered
- Dates of when applications open and close
- Inspection times if applicable
- Rental costs or purchase price
- Consider including the property ID
- Think about how appealing the details of your property are for people with disability. For example: are amenities nearby? Is it close to public transport?
- To minimise confusion, consider mentioning what funding is required for the property
- Consider providing links to any videos of the property, such as YouTube or Vimeo links

TIP SHEET 3
Listing your Properties

Listing a Property

Each listing has a series of mandatory fields that must be completed, along with optional fields that can be filled in at your discretion.

Below is a summary of the information you can enter for each listing. Fields marked with an asterisk (*) are mandatory.

To add a new listing, ensure you are logged into The Housing Hub, and click on "Housing Providers" at the top of the page. From the panel that appears, click on "Add New Listing". You will be taken to a page where you can enter details about the listing you wish to add.

Keep in mind that the more information you can provide, the better.

Where is the vacancy located?

- **Region*:** You should select the NDIS region the vacancy is located in. NDIS regions usually incorporate one or more Local Government Areas (LGAs), so you may need to find out what Local Government Area the property's suburb is located in. Once you know that, you can visit one of the following web pages to find out what NDIS region that suburb's Local Government Area is a part of:

  - NDIS regions in New South Wales
  - NDIS regions in Northern Territory
  - NDIS regions in Queensland
  - NDIS regions in South Australia
  - NDIS regions in Victoria
  - NDIS regions in Western Australia

- **Suburb*:** The city, town or suburb name where the property is located. Do not include the state or postcode in this field, only the name of the city, town or suburb.

- **Postcode*:** Enter the postcode where the listing/vacancy is located.

Housing Provider Contact Details

- **Name of provider:** (Optional) Enter your organisation's name, or the name of the entity who owns the property being listed.

- **Contact person:** (Optional, but recommended) Enter the name of a contact person who will field enquiries about this listing.

- **Contact Phone:** (Optional) Enter the contact number of the person who will field enquiries about this listing.

- **Contact Email:** (Optional, but strongly recommended) Enter the email address of the person who will field enquiries about this listing.
- **Provider website:** (Optional) If your organisation has a website, enter the website address here.

Select a Housing Type
- **Housing Type*:** Choose one of the following options:
  - Group Home/Shared Supported Accommodation (SSA)
  - Existing Specialist Disability Accommodation (SDA)
  - New SDA development
  - Private Rental
  - Specialist Provider housing
  - Social Housing
  - Registered Supported Residential Services (SRS)
  - Registered Rooming House

Listing Details
- **Title*:** Give the listing an enticing title. We encourage leaving your organisation's name out of the title. Focus on a marketing-friendly title that helps engage people browsing listings – see Tip Sheet 5 for more details.
- **Property ID:** (Optional) Some organisations have ID numbers or codes to keep track of their properties. If this is the case for your organisation, you may enter the ID number associated with the property you are listing.
- **Rent Cost or Purchase Price:** (Optional) How much it costs to rent, or purchase, the property. Can be specified in terms of percentage of Disability Support Pension or other payments people may receive. i.e. 60% of DSP.
- **Date Applications Open:** (Optional) Enter the date on which people may apply for this listing.

- **Date Applications Close:** (Optional) Enter the date after which applications for this listing will no longer be accepted.
- **Inspection Times:** (Optional) Specify when people can inspect the property.
- **SDA Registered*:** This question only applies to SDA properties.
- **SDA Design Category:** (Optional) The question only applies to SDA properties. You may choose one or more options for SDA properties:
  - Basic
  - Improved Livability
  - Fully Accessible
  - Robust
  - High Physical Support
- **SDA Building Type:** (Optional) The question only applies to SDA properties. You may choose one or more options for SDA properties:
  - Apartment
  - Duplex, Villa or Townhouse
  - House
  - Group home
  - Larger dwelling
- **Accessibility:** (Optional) Select one or more of the following:
  - Wheelchair accessible
  - Ceiling hoists
  - Bathroom rails
  - Accessible bath
  - Parking
  - Outside Steps (<3)
  - Inside Steps (<3)
  - Other

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- **Disability Support*:** Choose one of the following options.
  - YES (24/7)
  - YES (Overnight)
  - YES (Less than 24/7)
  - YES (Other)
  - NO
- **Support Provider:** (Optional) The name of the organisation that provides support to tenants.
- **Support Details:** (Optional) You can give more information about the type of support provided in a few sentences or dot points.
- **Number of Available Bedrooms*:** Enter the number of bedrooms available for this listing. You should only count bedrooms that are currently vacant. Keep this field short, use numbers instead of text.
- **Total Number of Bedrooms*:** Enter the number of bedrooms for this listing. You should count bedrooms other people may already be occupying in this amount. Keep this field short, use numbers instead of text.
- **Number of Bathrooms*:** Enter the number of bathrooms for this property. Keep this field short, use numbers instead of text.
- **Ensuite available*:** Select one of the following:
  - Yes - with all bedrooms
  - Yes - with all available bedrooms
  - Yes - with some of the available bedrooms
  - No
- **Number of other tenants:** (Optional) If other tenants will be living on premises, or already are, please enter the number of other tenants here.
- **Applicant tenant age range:** (Optional) If you would like to indicate a suggested age range for applicants wishing to live at this property, please do so here. Please keep in mind anti-discrimination laws that may (or may not) apply in your state or territory.

- **Age/s of other tenants:** (Optional) If you would like to indicate the age range of other tenants living on premises, you may enter it here. i.e. "18-60 years young"
- **Applicant gender:** (Optional) If you would like to specify a gender or genders for applicants wishing to live at this property, you may select one or more from:
  - Male
  - Female
  - Transgender
  - Open to all genders

  Please keep in mind anti-discrimination laws that may (or may not) apply in your state or territory.
- **Gender/s of other tenants:** (Optional) If you would like to indicate the genders of other tenants, you may do so here.
- **Description of property:** This is an optional field, but may have a big impact on how many people engage with your listing. Refer to Tip Sheet 5 for details of what to include.
- **Website Link (for further information about vacancy):** (Optional) This field may be used if you would like to include a link from the listing page to a page on your website providing more information about a property or vacancy. We recommend you include the full address including "http://" or https:// for example: https://www.google.com
- **Brochure:** If you have a PDF brochure or document related to this listing, click on the "Upload Brochure" button to attach it. Word documents and other file formats are not supported.

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- **Video URL:** (Optional) You may include a YouTube or Vimeo link here to a video showing the property.

- **Images:** You can upload up to 8 images. Images must be in JPEG or PNG format (*.jpg or *.jpeg or *.png file extension).

  You can save your listing without uploading any images, and upload images later by editing your listing. If you would like to upload images, please ensure the images you upload meet the minimum required resolution, as listed below.

  - **Images with portrait orientation**
    Minimum Size: 750 x 1000 pixels
    Suggested Size: 960 x 1280 pixels (1.2 Megapixel) or higher

  - **Images with landscape orientation**
    Minimum Size: 1000 x 750 pixels
    Suggested Size: 1280 x 960 pixels (1.2 Megapixel) or higher

  - **Images with square shape**
    Minimum Size: 750 x 750 pixels
    Suggested Size: 1000 x 1000 pixels (1.0 Megapixel) or higher

  For more information on the type of photos to include, see Tip Sheet 6.

Save your draft

When finished, click on "Save Draft". Wait for the page to load, and when it reappears, you should be viewing the top of the Add or Edit Listing page. Click on "Housing Providers" at the top of the page, and then "My Listings" to see an overview of all your listings.

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TIP SHEET 4
Managing your listings

Edit and Publish your Listings

Once your listing is created you can keep it as a draft or publish. You can edit published listings if you need to if you have made any changes while the listing has a status of "Draft".

You can edit your listings from the My Listings page. It is available by clicking on the Housing Providers tab at the top of the page.

You can also preview your listing to see how it will appear on the site once published.

Ending your Listing

From the My Listings page, click on Published, located on the right. Find the listing you want to end and click on "Unpublish".

Your listing will be moved to the "Draft" folder and can be republished at any time.

Deleting your listing

From the My Listings page, find the listing you want and click on "Delete".

Your listing will move to the Trash. If you need to, the listing can be restored from the Trash.

TIP SHEET 5
Attracting tenants

Get the most from your listings

A good vacancy listing on The Housing Hub will attract the right tenants to your property and minimise the amount of time your property is vacant.

Remember that you are selling the property to potential tenants as their new home. For some people, this will be the first time they have taken steps to live independently. Encourage enquiries by being clear about the accessibility features, as well as some details about how the person could live their life in this community, and with the current tenants.

Use welcoming language

- What are the things about your property that will be most attractive to a suitable tenant? Is it in a good location? Is it new or has it been recently renovated? Is it a friendly household? Highlight these things in the Property Description – include photos that show these things if appropriate.

- Use clear language – short sentences with simple words, dot points and headings.

- Avoid using jargon and institutional language – for example, refer to your 'tenants' or 'residents', rather than 'clients'.

- Be welcoming – encourage potential tenants to contact you for a chat, particularly if the property dynamics are complex.

- If the listing is for a shared residence, describe the personality of the household, such as 'a quiet and serene house with a beautiful garden' or 'the household aren't football fans but love home made pizza night'.

- Make the best impression you can. You need to be accurate and honest with your listing, but make sure your words are positive and promote your vacancy in the best possible light. Remember that in this new system, potential tenants must choose to apply for your vacancy. Give them a reason!

Include the right details

Including the all the information that potential tenants would want to know will help attract suitable tenants, and help reduce the number of applications you receive from unsuitable tenants.

Following is a list of things that potential tenants will want to know about your property. For many of these things, it's as simple as making sure you check the right boxes as you load your listing.

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Property details:

- How many bedrooms, bathrooms and living areas does the property have?
- What condition is the property in? Has it had recent renovations?
- How accessible is it for a manual wheelchair? How accessible is it for a large, motorised wheelchair?
- Is the kitchen accessible?
- Does it have an accessible bathroom?
- Does it have a garden/outdoor living area? Is the outdoor area accessible?
- Is on-site support currently available? If so, what form does it take?

Location:

- What suburb/town is it in?
- How far is the property from public transport?
- How far from the local shops?
- Is there a doctor or hospital in the local area? If so, how far away is it?
- Is it close to other community facilities or points of interest?
- How good are the local footpaths?

Extra questions for shared properties:

- What is the maximum number of residents that can live in the house?
- How many residents currently live in the house?
- Details about other residents: What are their ages and genders? Are they social or do they like to keep to themselves? What activities are they involved in? Be careful not to breach other residents' privacy. Use general descriptions that do not identify individuals.
- Does the vacant room have its own (accessible) bathroom?
- How big is the vacant room and how much storage does it have?
- Is there a private room/space where I can entertain guests away from other residents?

Use great photos

Good photos will make your property attractive and memorable. See Tip Sheet 6 for information on how to take photos that show off your property in the best possible way.

TIP SHEET 6
Photography

Selection

You can upload up to 8 photos with each property listing. The photos you include with your listing will have a huge impact on potential tenants.

Here are some tips to keep in mind when taking and selecting photos to go with your listing:

- A listing without photos is much less likely to attract suitable tenants. While you can publish your listings without photos, it's better to wait until you have suitable pictures.

- Consider using a professional photographer if possible. If your organisation has a number of properties to list, getting a photographer to visit them all at once may be a cost-effective way of getting great photos.

- Include a photo of outside the property. A photo taken from the street is a common choice, but only works if the front of the property is clean and well kept (eg, grass mown and no junk on the front lawn).

- If the view from the street isn't very attractive but the property has a nice outdoor area or garden, include a picture of that instead.

Indoor pictures

- Take your photos in the daytime, with the curtains open and the lights on. Rooms should look as light and airy as possible.

- Include a photo of all the main rooms the tenant will have access to – lounge/common area, kitchen/dining area, bathroom, entry.

- Only include one photo of each room, unless a second angle gives people a very different perspective – that is, a lot of new information that can't be captured in just one photo.

- Rooms should be tidy. Make sure the bed is made. Make sure there aren't dirty dishes on the kitchen bench or clothes hanging over the back of the couch.

- Unless your property has a cozy, 'cottage' feel, rooms shouldn't look cluttered. If necessary, move extra pieces of furniture, cushions and photo frames etc out of the way, so they don't appear in your photo. This will make the rooms look bigger.

- Avoid taking a photo of an empty room. Move a piece of furniture or two into the room for the photo. Or if there's a hook on the wall, hang a picture or mirror on it.

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Technical tips

- If your camera (or smartphone) has a zoom lens, set the zoom to be as wide as possible. This will include more of the room and make it look bigger.

- If you're planning to use the camera on a phone to take photos for your listing on The Housing Hub, make sure it takes good enough photos before you get to the property. Some new smartphones have excellent cameras. Many others have cameras that won't be good enough quality for showing off your property to potential tenants.

- Use a tripod if possible. It helps make your photos nice and sharp.

- Don't include blurry or low quality photos. If your photos aren't coming out as well as you'd hope, ask someone to help you fix the settings on your camera or smartphone.

- Make sure that the key feature of your photo – the bed in a bedroom, the dining table in a dining room, the front door in your photo of the entry area – is in sharp focus.

Image size

Orientation	Minimum Size	Suggested Size
Portrait	750 x 1000 pixels	960 x 1280 pixels (1.2 Megapixel) or higher
Landscape	1000 x 750 pixels	1280 x 960 pixels (1.2 Megapixel) or higher
Square	750 x 750 pixels	1000 x 1000 pixels (1 Megapixel) or higher

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TIP SHEET 7
Troubleshooting

Q. **Why have my login details not been sent to me via email?**

A. Please allow up to 2 business days, as manual verification is required for all new accounts.

Q. **Why is my listing not appearing on the website?**

A. Check the status of your listing on the "My Listings" page. If "Status:" does not say "Published", then your listing may have a status of Draft, Expired or Pending.

Q. **What do the different listing statuses mean?**

A. **Published:** Your listing will appear to visitors of The Housing Hub when they browse the site.

Draft: Your listing is not visible to visitors of The Housing Hub, but you can view and edit your listing when you are logged in.

Expired: Your listing has been published for the duration that was selected when you published it. You will need to "Renew" or "Publish" it again so it will appear to visitors of The Housing Hub.

Pending: Your listing is waiting for approval after a payment for publishing the listing has been processed.

Archived: Your listing has been placed in the "Trash" folder, as it may no longer be needed. You can restore Archived listings by clicking on "Restore" for that listing.

Q. **Can I change my username?**

A. You cannot change your username.

Q. **What are regions and how do they work?**

A. Regions are parts of a state, territory or capital city which usually correspond to the NDIS areas in a particular state or territory. Each NDIS area encompasses one or more Local Government Areas.

Q. **What is "SELECT HOUSING TYPE" when I go to select a housing type?**

A. Please refrain from selecting "SELECT HOUSING TYPE" from the "Housing Type" field. It is a value we will be removing from the "Housing Type" field as it is no longer used.

Q. **What should I select for Housing Type?**

A. **For Sale :** If the property is for sale.

Private Rental: If the property is for rent by a private owner or landlord.

Registered Rooming House: If the property is a rooming house.

Registered Supported Residential Service (SRS): For simplicity's sake, if your property is an SRS or SRF, please select this option.

Shared Supported Accomodation (SSA) or Group Home: If this best describes your property, select this.

Social Housing: As the name suggests.

Specialist Disability Accomodation (SDA): Can be a new or existing/legacy property that complies with at least one of the SDA Design Categories. See the Glossary for more details on SDA.

Specialist Provider Housing: Specialist providers service tenants through particular programs, and in some cases providing specific equipment or a place to live.

Q. Why is the title for my listing not accepted?

A. The new website discourages the use of Property IDs and housing provider names in the listing title. Please ensure your listing does not include your provider name or any Property IDs. Also, you cannot enter numbers in the title of listings on the new website. This is to ensure Property IDs are not included. If you really need to include numbers in your title, spell out the numbers as words (ie. Fifty-Seven or First or Number One)

Q. The property I am listing has extra accessibility features not on the list of accessibility options. How can I include these in the listing?

A. Please include reference to these accessibility features in the description field for your listing. We review listings from time to time and will update the range of available accessibility options as demand dictates.

Q. Do I need to create a new listing for each vacancy in a property if there is more than one vacant room?

A. No, you can simply specify the number of available bedrooms as well as the total number of bedrooms for that property.

Q. How should I list properties where there is more than one independent building or apartment?

A. For the time being, we suggest listing them separately if each building or apartment is significantly different from each other. For situations where buildings/apartments are very similar or the same, you may choose to advertise them as a single listing, or use the "Duplicate" function, which will be available soon.

Q. Why can't I upload my brochure?

A. Brochures need to be in PDF format, and only one brochure can be uploaded per listing.

Q. Why are my photos not uploading?

A. Check your photos meet the minimum resolution requirements of 750x750 pixels. Check your images are JPEG or PNG files

Q. Why are the images I have uploaded not appearing?

A. Images for existing listings that do not meet the new minimum resolution requirements are hidden from published listings. You will need to upload new images.

Check that the file sizes of your images meet our new minimum requirements of 750x750 pixels and are provided as JPEG or PNG files.

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TIP SHEET 8
Useful Property Terms & Abbreviations

AC: . . . . Air-conditioning

BIR: . . . . Built-in robe

BR/BRM: . . . Bedroom

Duplex: . . . . A dwelling with apartments with separate entrances for two households

OFP: . . . . . . Open fireplace

OOA: . . . . . . Onsite Overnight Accommodation

PCM: . . . . . . Per calendar month

Private Rental: . . . . . A property for rent by a private owner or landlord

PW: . . . . Per week

Registered Rooming House: . . . . . A property that is a rooming house

SDA: . . . . . . Specialist Disability Accommodation

Specialist Provider Housing: . . . Specialist community housing organisations focus on housing particular tenant groups.

SRS: . . . . . . Supported Residential Service

SSA: . . . . . . Shared Supported Accomodation or Group Home

WC: . . . . Toilet