



Find your affordable rental home

18 August 2023

Residential Tenancies  
Policy & Strategy, NSW Fair Trading  
Department of Customer Service

Via email: [residentialtenancy@customerservice.nsw.gov.au](mailto:residentialtenancy@customerservice.nsw.gov.au)

Improving NSW rental laws – WelcomeMat's submission

Thank you for the opportunity to provide our submission.

By way of introduction, WelcomeMat is an online portal that seeks to serve as 'central place' for affordable rental housing – [www.welcomemat.com.au](http://www.welcomemat.com.au). Various affordable housing providers use our platform. Thousands of housing applicants find and apply for affordable rental housing through our portal, using our standardised application form that is bespoke for affordable rental housing. The NSW Government's website on affordable rental housing also refers to WelcomeMat as a place to find and apply for affordable rental housing<sup>1</sup>.

We refer to Question 12 of the Consultation Paper, which asks '*Do you support the use of a standard tenancy application form that limits the information that can be collected?*'

We assume this concept is in relation to the private rental market, rather than public/social and affordable rental housing. As you are aware, these forms of housing are subject to various eligibility criteria (that generally go towards housing need). This means additional tenant information and documentation (compared to private rental applications) need to be collected.

On this basis, we do not consider that a 'standard tenancy application form' for the private rental market would be suitable for social and affordable rental housing providers (and proptech that operate in this area, such as WelcomeMat).

Yours faithfully

Mark Khoo  
Co-Founder & CEO

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<sup>1</sup> [Renting affordable housing | Family & Community Services \(nsw.gov.au\)](https://www.nsw.gov.au/family-community-services/renting-affordable-housing)