



Vienna Housing Benefit ("Wohnbeihilfe")

Information on applying for Housing Benefit as defined under the Vienna Housing Benefit Act

This information leaflet provides you with important details on your application and the application procedure. Please read this information carefully.

The information leaflet is available in several languages at www.wien.gv.at/amtshelfer.

WHAT IS VIENNA HOUSING BENEFIT ("WOHNBEIHILFE")?

Vienna's housing benefit scheme offers housing cost support to all Viennese residents whose income is above the standard rate defined under the Vienna Basic Benefit Act and whose housing expenditure is an unreasonable burden on their household budget. The legal basis is provided by the Vienna Housing Benefit Act.

WHEN ARE YOU ELIGIBLE FOR HOUSING BENEFIT?

You may be eligible for a benefit under the Vienna Housing Benefit Act if

- › your centre of vital interest and your primary residence is in Vienna and you actually live in Vienna
- › you are a tenant of a rented flat
- › you are not the owner of your flat and do not have a close relationship with the flat owner
- › you do not receive basic benefit (Mindestsicherung) or rent allowance (Mietbeihilfe) under the Vienna Basic Benefit Act (Municipal Department 40 – Social Welfare, Social and Public Health Law)
- › your income is above the minimum and below the maximum household income defined under the Vienna Housing Benefit Act
- › you are an Austrian citizen or you are treated as equal to Austrian citizens (equal status) and meet certain additional qualifications

Equal status with Austrian citizens is given to:

- › EU/EEA or Swiss nationals
- › persons granted asylum
- › persons granted subsidiary protection
- › UK nationals holding a residence permit "Article 50 TEU"
- › third-country nationals with long-term residence status holding a residence permit "Long-term resident – EU" or an equivalent residence permit

HOW DO YOU GET HOUSING BENEFIT?

1. Complete the application form.

- › You can file the application for housing benefit online or download the form at <http://www.wien.gv.at/amtshelfer>. Application forms are also available directly from the Housing Benefit Office (Municipal Department 50).
- › Complete the application fully and truthfully.

2. Provide scans of all documents (in PDF format).

Please provide scans (in PDF format) or copies of the following documents for all members of your household (including children):

- › Official photo identification (e.g. passport)
- › Documents
 - Letter of recognition ("Anerkennungsbescheid") from the Federal Office for Immigration and Asylum, current residence permit, marriage certificate, valid divorce decree/decision of divorce, divorce settlement, your children's birth certificates, etc.
- › Current income statements
 - Pay statements (net income), proof of health insurance benefits (e.g. sickness benefit, childcare allowance, medical rehabilitation benefit), maintenance payments, pension approval certificate, benefits decision letters, proof of type and amount of other income
- › Proof of benefits you have applied for
 - Applications for benefits from the Public Employment Service Austria (Arbeitsmarktservice), health insurance benefits, maintenance payments/alimony, pension and other income
- › Proof of rent and tenancy
 - Tenancy agreement, proof of the amount of current rent payable (breakdown of your rent)
- › Proof of the bank account holder's identity (e.g. bank card or bank statement)

3. Send off the application and the required documents.

You will find the address and contact details at the back of this information leaflet. The completed (and signed) application and the required documents can

- › be filed directly online using the online form, or
- › be emailed to wohnbeihilfe@ma50.wien.gv.at, or
- › be sent by post to the Housing Benefit Office (Municipal Department 50), or
- › be put into the letter box of the Housing Benefit Office (Municipal Department 50), or
- › be handed in personally at the information desk of the Housing Benefit Office (Municipal Department 50).

4. How will you know if you get housing benefit?

Municipal Department 50 of the City of Vienna checks if you are eligible for housing benefit and will issue a decision on the approval or rejection of your application. You will only get a decision, if you have submitted the complete (signed) application and all the required documents. The decision notice will be sent to you by post or electronically, if you are using an electronic mailbox.

WHAT ARE YOUR RIGHTS?

You have the right to

- › submit an application
- › get information on the status of your application
- › obtain a decision (if you have submitted a complete application)
- › object against the decision

WHAT ARE YOUR DUTIES?

Duty to co-operate

You have the duty to

- › submit all required documents,
- › answer all questions completely and truthfully, and
- › claim any payments due to you (maintenance/alimony and similar payments).

Otherwise, the benefit may be refused or stopped. You will receive no back pay for the duration in which the benefit was refused or stopped.

Applicants aged 18–25 years

Persons aged 18–25 years are subject to the same minimum standards, regardless of whether they are in training, education, job training or retraining for unemployed or in employment.

Non-countable household income

Holiday and Christmas bonuses received on top of your regular pay or pension income as well as tax credits from employee tax assessments ("Arbeitnehmer*innenveranlagung") do not count towards your household income. Neither do care-related cash benefits and cash benefits to compensate for disability-related extra expenditure, such as, particularly, attendance allowance ("Pflegegeld"), subsidy for 24-hour care, constant care allowance for disabled or blind people ("Pflegezulage" or "Blindenzulage"), constant care benefit for disabled or blind people ("Pflegebeihilfe" or "Blindenbeihilfe"), damages for pain and suffering, child benefit, and benefits under the Vienna Basic Benefit Act.

Non-countable assets

Assets which are derived from compensation benefits for victims, damages for pain and suffering, benefits under social compensation law and/or back payment of child benefit and which can be clearly distinguished from other assets (e.g. separate passbook) are not counted as income.

Duty to notify

You must report the following changes in your circumstances immediately:

- › changes to your income, assets, family or housing situation
- › changes to your rent
- › changes to your citizenship and/or residence permit

Housing benefits that you have received wrongfully must be repaid.

For questions and information on Vienna's housing benefit:

Service hotline: +43 1 4000-74880 (Monday to Friday from 7:30 am to 3:30 pm and Thursday to 5:30 pm)

Data protection information pursuant to Art. 13 GDPR: <https://www.wien.gv.at/kontakte/ma50/ds-info/wohnbeihilfe-antrag-ds.html>

CONTACT

City of Vienna – Housing Promotion and Arbitration Board for Legal Housing Matters
Housing Benefit (Municipal Department 50)
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