

Branch and Authorised Representative Use Only

Please use this guide as a reference for the requirements and necessary verification of required documents to obtain conditional approval for a Housing Australia guaranteed loan including First Home Buyer Guarantee, Family Home Guarantee and Regional First Home Buyer Guarantee Schemes.

Disclaimer: Further information and/or additional documents may be required. Housing Australia Scheme rules and Queensland Country Bank Policies apply.

Housing Australia Scheme Information

Queensland Country Bank are a participating panel lender in Housing Australia Guaranteed Schemes which include the First Home Guarantee, Family Home Guarantee and Regional First Home Buyer Guarantee.

The following documents are available through the Lenders Knowledge Hub on Rocket and on the Housing Australia website at [Housing Australia.gov.au](https://www.housingaustralia.gov.au).

Please ensure information and Scheme criteria are read thoroughly and understood prior to discussing the options with Members. Refer to the documents available should you have any queries, or as necessary.

Members are to be provided with copies of the relevant fact sheet and information guide upon enquiry.

- Scheme Information Guides (July 2024) available in the Lenders Knowledge Hub.
- Home Buyer Declaration Form available in the Lenders Knowledge Hub.
- Scheme Fact Sheets, FAQ's, Property Price Caps, Comparison Table, and Eligible Home Loans and Important Timelines Guide available on the Housing Australia website <https://www.Housing Australia.gov.au/what-we-do/documents-library/> and select items available in the Lenders Knowledge Hub.

Important: It is extremely important to ensure you fully understand the Housing Australia eligibility, criteria, and policy requirements in order to support your conversations with potential borrowers. Housing Australia have strict rules and requirements which all lenders must adhere to for Scheme loans, in addition to standard Queensland Country Bank policies and loan requirements.

Initial Borrower Discovery Conversation

Initial conversations with potential borrowers are very important and must include the criteria questions to determine eligibility under the applicable Scheme

The order in which the eligibility is to be determined is:

1. FHG
2. RFHBG
3. FHBG

Please refer to the Scheme Information Guides and related Eligibility Checks.

Additional important information to address in your conversation to ensure the potential borrower is aware of, and in agreement of the following:

- The Scheme is only available to Australian Citizens and Permanent Residents (verification required)
- Only principal place of residence borrowers are eligible under all Schemes. Investment loans are not available under any Scheme
- Loans terms are available to a maximum of 30-years
- The repayments must be principal & interest. Interest only repayments are not an option (the only exception is during constructing of a new home, in which case the loan will be interest only during construction only until final drawdown, there are no exceptions to this rule)
- Only the following contracts and property types are eligible under the Scheme - all contracts must be signed after 1 January 2020 for First Home Guarantee, and Family Home Guarantee while contracts for the Regional First Home Buyer Guarantee must be dated after the 1st October 2022. Acceptable property types include existing dwelling, house and land package, land with separate contract to build a home or off the plan purchases (noting the settlement date must occur within 90 days). Borrowers must move into their homes within 6 months of the settlement date or confirmation construction complete. Further information is outlined in the Scheme Information Guide from page 22.

Family Home Guarantee:

- The borrower must be single (if previously married, the borrower must be legally divorced or if previously de facto, the borrower must now be single)
- The borrower must have a dependent (as defined under the social security act)

Regional First Home Buyer Guarantee

- Applicant/s must have resided in the location of proposed purchase for at least 12 months prior to loan agreement date

The loan must remain under the abovementioned conditions for the entire duration of the Guarantee period. The most common reasons the Guarantee will cease include: the loan is repaid in full (including refinance to a non-panel lender), the principal balance reduces below 80% LVR, a top up additional lending is provided, or borrowers wish to change any terms of the contract with the exception of the interest rate and for financial hardship reasons.

Policy Requirements

Queensland Country Bank Branch Lending Policy and Credit Department Policy and related processes apply to Scheme backed loans. These loans are additionally subject to Housing Australia eligibility and Scheme rules, and requirements being met. Please note there are no exceptions available for Housing Australia rules.

Lending Requirements – In addition to standard lending criteria and policy

There are several pieces of information and/or documentation required from borrowers to be eligible under the Scheme which would generally not be requested for a standard mortgage loan application. The additional lending requirements are outlined below by key stage:

- Medicare Card. The borrower/s Medicare card number and position reference number must be obtained. A copy of the card may be provided within the email request to Credit Assessing however copies of the borrowers Medicare details **must not** be held on file or within Syntrix.
- Confirmation of Australian Citizenship or Permanent Residency. Lenders are required to obtain a certified copy of the borrowers Australian Passport, Birth Certificate or Citizenship Certificate for Citizens or Perform a VEVO check via the Dept Home Affairs Website for Permanent Residents.
- Genuine Savings. A minimum 5% deposit is required under FHLDS and NHG or a minimum 2% deposit is required under FHG. The minimum deposit must be genuine savings confirmed at pre-approval stage via account statements (genuine means the funds must be held in members account for at least a three-month period).
- Notice of Assessment. A copy of the borrower/s most recent notice of assessment must be provided (2024 NOA).
- First Home Buyer Declaration. The Declaration must be explained to the borrower/s and must be executed by each borrower. This declaration must be witnessed by an appropriate person as listed on the declaration documents. Please note a copy of this statutory declaration is provided to Housing Australia.
- Confirmation applicants have not held a freehold interest in Real Property or a relevant interest in land within the period of 10 years immediately prior to the Loan Agreement Date.

Family Home Guarantee

- Single borrower. The borrower must be verified as single in order to determine eligibility. The borrower must not be in a defacto relationship. Confirmation of verification is required as follows:
 - a) Where the borrower has been married: Evidence of divorce must be provided and held on file (Divorce Certificate). A borrow who is separated but not legally divorced is not eligible under FHG.
 - b) Where a borrower is single: Reasonable steps must be taken to validate the borrower's status including but not limited to investigation via account review. The Home Buyer Declaration (parts A, B and E) must be completed by the borrower attesting to single status. The Statutory Declaration must be witnessed by an appropriate person listed on page 10 of the Home Buyer Declaration.
- Dependent/s. The borrower must have a dependent/s to be eligible under the Family Home Guarantee Scheme. Reasonable investigations must be carried out to confirm the validity of the dependent criteria. There are no restrictions regarding time of care of a dependent under the Scheme. The dependent must be the natural or adoptive child of the parent, or under a Court Registered legal guardianship, and must meet the definition of a dependent under the Social Security Act 1991 (Section 5, subsections 2-7) and the child must meet the following criteria:
 - a) Up to 16 years of age and living with the borrower
 - b) Over 16 years of age and in receipt of a disability support pension aligned with the Social Security Act 1991 and living with the borrower
- No current interest in any property in Australia, or intends not to from when they become the registered owner of the property that will be purchased with the loan.

Regional First Home Buyer Guarantee

- Applicant has resided in location of proposed purchase at least 12 months
Verification may include:
 - (a) a copy of utility notices for the Borrower(s) for the relevant period;
 - (b) a copy of a rental agreement covering the 12 month period;
 - (c) a copy of the borrower's recent Notices of Assessment where such notices can validate residence over the prior 12 month period.

Housing Australia Guarantee Steps For Lenders Reservations

All reservation requests are to be completed as a priority, utilising the Housing Australia Reservation Request template (located on the Lenders Knowledge Hub). Requests are to be emailed (with completed template) to the Credit Assessing inbox. Scheme lending applications will take priority over non-scheme loans due to the sensitive timeframes.

Scheme loan requests must be identified as such in an email request when the loan is placed in the approvals queue. If the loan is not identified as a Scheme loan in an email the loan will not be prioritised. This process supports swift turnaround times and better changes at securing a Guarantee.

Email Request Instructions:

TO: creditassessing@queenslandcountry.bank
 SUBJECT: First Home Buyers Guarantee/ Family Home Guarantee/ Regional First Home Buyers Guarantee (as appropriate) – reservation request (or pre-approval request or approval request or query etc)
 ATTACHMENT: Housing Australia Reservation Request template
 BODY: Details, Symtrix application number, reservation request information etc.

Requirements to lodge a reservation:

1. Full Legal name/s of applicants along with their title and Sex of each borrower (Male, Female, Non-Binary, or Prefer not to say)
2. Date of Birth/s
3. Medicare card number and individual position number
4. Confirmation on General Proposed Location of Purchase along with current address and length of time they have resided there
5. Are the applicants a single Parent and eligible for the Family Home Guarantee (Even if over 2% deposit held)
6. If Joint Borrowers, their relationship with each other
7. Confirmation of eligibility has been discussed and confirmed:
 - a) Over 18 years of age
 - b) Australian Citizen/s or Permanent Residents
 - c) Purchase for residential owner-occupied purposes only
 - d) Principal and Interest repayments (with the exception of new builds for construction period only)
 - e) Minimum 5% Genuine Savings held and maximum 20% deposit for First Home Guarantee or minimum 2% Genuine Savings held and maximum 20% deposit for Family Home Guarantee (all savings held must be contributed less reasonable associated costs)
 - f) Property price cap for intended purchase location
 - g) Land and build must be approved under the same loan

Timeline:

Reservation Stage (10 days max). This step allows a Scheme allocation to be reserved at the initial application stage, following determining eligibility, and before any pre-approval has been established. If the loan does not move to pre-approval within the 10 days the reservation will expire and a Scheme reservation will need to be applied for again, there are no exceptions to this rule.

The maximum reservation period is 14 calendar days from date of initial reservation i.e. if a borrower decides to shift banks following successful allocation and a new lender reservation is created for that borrower the reservation period for the second bank will be the difference between the original banks submission date and the initial 14 calendar days.

Pre-Approval and Approval

When all Housing Australia requirements have been confirmed and validated and Queensland Country Bank Policy requirements have been met, a pre-approval is issued.

Timeline:

Pre-approval (90 days)

Requirements to lodge a pre-approval:

1. Confirmation of 5%/2% Genuine savings held. Confirmation includes ensuring funds have not been transferred from a borrowers savings account in order to reduce the deposit contribution under 20% to be eligible under the Scheme.
2. Current financial year Notice of Assessment (2024)
3. Citizenship or Permanent Residency confirmation held. A certified copy of verification is required of any of the following:
 - a. Birth Certificate or
 - b. Passport or
 - c. Citizenship Certificate
 - d. VEVO VISA Validation check via Dept of Home Affairs Website
4. Home Buyer status confirmed through reasonable enquiries including CCR (when available) and investigations of statements for property expenses etc. to confirm NIL interest in property held within last 10 years
5. Confirmation of proposed purchase location within Scheme caps.

Timeline Extension to Obtain Signed Contract of Sale:

Contract of Sale Signed (30 days). Additional period of time allowable, if within the 90 day pre-approval once the contract of sale has been executed and Housing Australia are notified.

Requirements to lodge approval:

ALL Schemes

1. Home Buyer Statutory Declaration completed in full (relevant parts), executed by borrower/s and witnessed accordingly

Family Home Guarantee

1. Divorce Certificate should the applicant have previously been married, confirmation of Single Status through assessment of financial position

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2. Confirmation of dependency status by way of a certified copy of the dependents' Birth Certificates/ Court Documents of Guardianship uploaded to the application.

Regional First Home Buyers Guarantee

1. Confirmation at least 1 applicant has resided in location of proposed purchase at least 12 months via one of:
 - (a) a copy of utility notices for the Borrower(s) for the relevant period;
 - (b) a copy of a rental agreement covering the 12 month period;
 - (c) a copy of the borrower's recent Notices of Assessment where such notices can validate residence over the prior 12 month period

Scheme Guarantee Allocation Expiry

At any of the abovementioned stages if the periods noted lapse the Scheme allocation will expire and a new reservation will need to be lodged. There are no exceptions allowable for the timeframes at each stage.

Credit Support

Please contact our Credit Assessing team via phone or email should you require assistance should you have any queries or questions on specific scenario.