



# 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](http://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.

Housing benefit may be granted retroactively for a maximum period of 4 months before the submission date of the application. Please enter the desired submission date from which the application should be made on the application form. Please note that the housing benefit can only be granted retroactively if you have not yet received housing benefit of the same amount.

### 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, disabled pass, 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, amount, and if applicable duration, of other income, applications for benefits from the Public Employment Service Austria (Arbeitsmarktservice), health insurance benefits, maintenance payments/alimony, (e.g. maintenance order from the court or maintenance/alimony agreement of Municipal Department 11 – Child and Youth Welfare Service), pension and other income, financial assistance for special circumstances from Municipal Department 40
- › **Proof of rent and tenancy**  
Tenancy agreement, proof of the amount of current rent payable (breakdown of your rent)
- › IBAN and name of the bank account holder

### 3. Send off the application and the required documents.

You will find the address and contact details at the end 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](mailto: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 housing 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"), and training supplements as part of payments from the Public Employment Service (AMS) do not count towards your household income. Neither do care-related cash benefits, the Family Bonus Plus, tax credits for children, single-earner and single-parent tax credits, education allowances ("Schülerbeihilfe") 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 (for children in the same household), and benefits under the Vienna Basic Benefit Act ("Wiener Mindestsicherungsgesetz").

In general, all income defined under Art 10 (6) of the Vienna Basic Benefit Act – except maintenance/alimony payments – is non-countable.

### **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)**

Heiligenstädterstrasse 31/Stiege 3/2nd and 3rd floor

Telephone: +43 1 4000-74880

Fax: +43 1 4000-99-74896

E-mail: [wohnbeihilfe@ma50.wien.gv.at](mailto:wohnbeihilfe@ma50.wien.gv.at)