

Housing Allocation Policy		Document #: CEH 022	Print Date: 15/03/19
		Prepared by: GM BDSO	Date Prepared: 25/2/2019
Effective Date: December 2018	Revision: 2.0	Review by: Manager HR	Date Reviewed: 25/2/2019
Compliance: This policy aligns with Standard 1.2, 1.3, 3.4 & 4.1 of the National Community Housing Standards		Approved by: ED CatholicCare Tasmania	Date Approved: December 2018

We select tenants based on an assessment process which considers individual and local housing needs. Our procedures for allocating housing ensure transparency and consistency.

Eligibility based on relative need

We have eligibility criteria for the different types of rental housing we manage, aligned to relevant legislation, funding guidelines and our organisation's aims.

We will not discriminate unlawfully against people on the grounds of gender, race, age, marital status, disability or sexual preference. However, we do manage housing that is specifically allocated to support particular groups (such as women fleeing domestic violence) with the eligibility criteria reflecting government/public policy initiatives.

We will ensure that any information used to assess potential tenants is a fair and non-discriminatory.

Applying for housing

We allocate Social Housing using the Tasmanian government's public housing register or, our own standard Affordable Housing application form. We will make this application form, and this policy, publicly available for potential tenants to access and apply for housing.

Our application form only collects enough information to inform our decision-making around eligibility and priority for allocation, and for us to fulfil data reporting requirements. We will support those applicants who may need assistance to complete the application form. We will offer applicants a copy of their completed application form.

If required, we will supplement the application form with a personal interview — either at the time of application or when a housing allocation is being considered. We will hold an interview at a time that suits the applicant and prefer face-to-face where possible but may interview by telephone. We will arrange an interpreter if needed.

We will provide applicants with information about:

- the assessment process;
- when they will get a decision;
- how long they can realistically expect to wait for housing.

We periodically review Affordable Housing applications and the applicants' continuing eligibility. In addition to this review and at the time of allocation, we check that an applicant continues to meet the eligibility criteria for the housing type being offered. We encourage applicants to keep themselves on the eligibility list by providing an alternate contact person and number and/or regularly confirming their interest.

Allocating housing stock, including any priority categories

We allocate housing openly and fairly, based on eligibility criteria and a range of factors such as local community needs, property type, tenant mix, an individual's current circumstances, financial considerations and household size relative to the available property size.

When we make an offer of housing (by phone, email or letter) we will allow the applicant adequate opportunity to make an informed choice about whether to accept it. In order to make an informed decision, we will provide the applicant with opportunity to:

- ask any questions;
- visit the property;
- refuse the offer;
- request modifications and repairs.

Our allocation procedure balances the rights of a tenant to refuse an offer of housing on reasonable grounds, with our need to manage properties efficiently and to assist other applicants. We consider an offer is reasonable if the property meets the following criteria:

- has the number of bedrooms the potential tenant's household requires;
- is located in the allocation zone requested (the property may be in any suburb within the allocation zone);
- has any other features the tenant has been assessed as needing.

We monitor housing allocations to ensure that they are made efficiently, within documented timeframes and in accordance with procedures. We are required to report on:

- frequency and length of vacancy periods;
- numbers of allocations by household type;
- tenant satisfaction;
- allocation process.

Nomination agreements with third parties

For those properties we manage on behalf of others, we have formal agreements that are regularly reviewed. Irrespective of housing type and related eligibility criteria, our commitment to fairness, consistency and transparency applies to all allocations across all the properties we manage.

References

This policy aligns with Standard 1.2, 1.3, 3.4 and 4.1 of the National Community Housing Standards

Scope

This policy applies to all staff and clients of the following entities:

- CatholicCare Tasmania Affordable Housing
- Centacare Evolve Housing

Associated Documents:

- Complaints & Appeals Policy and Procedures
- Affordable Housing Application Form

Policy Review

This policy and related procedure will be reviewed on a 24 month cycle, unless there are legislative, policy, or other organisational changes that instigate an earlier review. The responsibility for the development, amendment and review of policies and procedures rests with the subject matter experts, with the support of the Quality Systems Coordinator.

The most current version of this Policy is available from Domus; changes to the Policy will be communicated via Domus and staff meetings.

Changes to this policy will prompt an update to the Centacare Evolve Tenancy Policy page accessed at www.centacareevolve.com.au to be actioned within one week of any change.