

Property Allocations

How we allocate houses

Centacare Evolve Housing owns and manages two main types of housing: *social housing* and *affordable housing*. The way we allocate available properties is different for each.

Social Housing

It is important to note that all social housing providers (including Centacare Evolve Housing) *must* allocate social housing properties from the Tasmanian Housing Register. We cannot allocate properties directly to people who contact us with a housing request.

The Housing Register is managed by Housing Connect, so the only way to apply for social housing is by contacting Housing Connect - phone 1800 800 588 or visit their website for information. They conduct assessments for applicants to determine their eligibility and priority before adding approved applicants to the Housing Register.

All of our social housing properties are allocated in accordance with the Homes Tasmania *Social Housing Policy*, which is available on the Department's website. This policy sets out how we must select people from the Housing Register in accordance with specified criteria before offering them a property.

Application recommendations:

- Applicants should be as flexible as possible with their suburb selection for social housing. The more suburbs listed, the more properties may become available. Housing providers cannot offer properties in suburbs that are not selected.
- Applicants must keep their details up to date with Housing Connect and let them know if circumstances change. If details are wrong, we will not be able to contact potential tenants when we have a suitable property available.

Key points to remember

- Centacare Evolve Housing cannot allocate social housing properties to people who apply directly to us.
- People seeking social housing must be on the Housing Register.
- Applying for the Housing Register can only be done through Housing Connect.
- All social housing is allocated to people on the Housing Register in line with policy requirements.
- Applicants must keep their details up to date with Housing Connect.

Affordable Housing

Unlike social housing, we maintain our own list of people who are waiting for affordable housing. This means people can apply directly to us and they do not have to be on the Housing Register.

It is important to understand that we have fewer affordable housing properties in fewer locations. This means we do not have regular vacancies and wait times can be very long – often several years. In some cases, there may never be a suitable property available.

To check the eligibility criteria and to apply for our affordable housing, applicants can visit the Centacare Evolve Housing website, contact us by phone or visit one of our offices.

Affordable housing tenants normally pay higher rent than those in social housing. We assess applications to make sure that the rent charged won't place them in financial difficulty – we will not offer a property if it will. Because of this, and because we have fewer affordable housing properties, we recommend that people seeking affordable housing also talk to Housing Connect about their social housing eligibility.

Other Programs

Centacare Evolve Housing manages some properties that do not fit into the main categories above. These are run under contracts with Homes Tasmania and are designed to provide housing for people in specific circumstances.

- Family Violence Rapid Rehousing: Provides access to safe and affordable transitional accommodation for vulnerable households experiencing family violence.
- Prisoner Rapid Rehousing: Provides transitional accommodation to prisoners exiting the Tasmania Prison Service.
- Crisis/Transitional Accommodation: Provides short term housing for people in particularly vulnerable circumstances.
- Private Rental Incentives Program: Provides eligible low-income families access to affordable private rental properties.

The number of properties in each of these programs is limited and there are strict eligibility criteria. Importantly, the application process for all of these programs is through Housing Connect who assess eligibility. Further information and fact sheets are available on the Homes Tasmania website.

Waiting Times

Unfortunately, we are not able to estimate waiting times for any housing applications as there are many factors that influence property availability. We do not know how many vacancies we will have, or how many vacancies other housing providers will have. Applicants have different criteria (e.g. family size, location preference, special requirements, pets) and we cannot say when a property that fits these criteria will become available.

We also do not know the status of applications on the Housing Register or the number of other applicants who are waiting for similar properties. Any information regarding the Housing Register or applicant status can only be provided by Housing Connect.

Rent Setting

The way we calculate rent varies between the different housing types and programs we manage. In general, properties that use social housing criteria link the rent to the income of household member(s) – this is known as a 'tenant contribution'. Affordable housing rent is linked to the market rental value of the property which is then discounted – rent is often higher than for social housing. We have a *Rent: Setting, Review & Payment* fact sheet available on our website which explains the different processes.

To Find Out More	
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