



Procedure

Eligibility and Allocation – Community Housing

Southern Cross Housing Ltd

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1. Purpose

Southern Cross Housing ensures that all prospective applicants for its Community Housing is offered to individuals unable to access or sustain adequate or appropriate housing in the private sector. Tenant are taken from the Housing Authority (Department of Communities) priority joint waitlist (JWL) in the first instance as per the Community Housing Agreement with the Department of Housing 17 December 2010.

Southern Cross Housing will allocate Community Housing accommodation in keeping with criteria which includes but is not limited to:

- Income and assets assessment
- Accommodation suitability and preference
- Location to essential amenities and services

2. Scope

This procedure will be utilised as a guiding document when assessing for eligibility and performing the allocation of accommodation and takes into account the requirements of the Community Housing Agreement, Department of Housing 17 December 2010.

3. Roles and Responsibilities

Role	Responsibilities
Property Manager	Management of properties within portfolio, both owned and managed. Includes but not limited to allocation, income and asset assessment, suitability of property (fit), location etc.

4. Steps

4.1 Application

All prospective enquiries of Southern Cross Housing accommodation must be provided by return mail, no less than five (5) working days from the date of receipt of the enquiry:

- An application form for Southern Cross Housing
- An enquiry response letter which includes a request for financial and personal information for an assessment of eligibility

4.2 Assessment

When the completed application form is returned with evidential financial documentation, the Property Manager will review the application for eligibility by a financial review assessment and availability of accommodation.

A letter is sent by return mail to the applicant outlining the "Next Steps" and offers an interview by telephone or in person the outcome of their assessment.

A telephone or personal interview is co-ordinated by the Property Manager to ensure selection of the most suitable accommodation and identification of any support services is recorded.

Following the interview an invitation by letter is sent to contact the Property Manager to update their personal information or enquire as to the progress of available housing.

The applicants completed application and documentation is registered on the waitlist until accommodation is available.

4.3 Offer and Allocation

When a Southern Cross Housing property becomes available, an applicant is contacted by telephone (in the first instance) in order of the waitlist (JWL) and in keeping with the requirements for:

- Priority and Wait Turn applicants, JWL Housing Authority (Department of Communities).
- Social and Community Housing income criteria.
- Household income and assets

An arrangement to meet the applicant to arrange a viewing of the available property is co-ordinated.

If a client is unable to be contacted by telephone, then a letter is sent to the applicant with a five working day contact period to call the designated Southern Cross Housing Property Manager.

If there is no response to the letter then a 2nd letter with an update details form advising that Southern Cross Housing have offered the property to another applicant and inviting the applicant to contact Southern Cross Housing.

If the property is declined, the next individual in order of the waitlist and criteria is contacted.

If the applicant accepts the property, an arrangement to process the application is undertaken.

Where applicants are sourced from the Habitat (Department of Housing database) joint waitlist, the Property Manager is to enter and record the offer and allocation of the applicant on the Habitat database, and note the Property Reference Number and the Applicants Reference Number. All information to be kept confidential, filed electronically, and signed agreements to be filed manually into a locked cabinet.

4.4 New Tenant

Confirmation of acceptance of the accommodation will require the creation of a client file including:

- Lease Agreement (two copies)
- Bond Application (if this is sought)
- Bond Lodgement Authority
- Property Inspection form
- Cheque Requisition form
- Tenant information Handbook
- Letter of acceptance
- Authorisation Form Multiple Consent and Authority form (Centrelink)

4.5 Tenant becomes ineligible

If for some reason a tenant becomes ineligible because of a change in the status of other household members or because of a death, SCH will discuss the changed status with the tenant/household. In most circumstances SCH would allow up to six months for new accommodation to be sourced in the case of changed circumstances within a household if they become ineligible.

Where maintaining the tenancy is not an option, SCH will work with other support services and agencies to try and find alternative accommodation.

5. Related Legislation and Standards

Legislation / Standard	
National Community Housing Standards Manual, third edition, May 2010	Standard 1.1 Allocation of Housing, 1.1.1 Standard 1.3 Changing needs of tenants 1.3.1
Residential Tenancies Act WA 1987	71D, 71E

6. Supporting Procedures, Policies and Other Documents

Refer to the SCC Intranet for the current link to related documents listed below.

Document Title	
Habitat CH Allocation Procedure	SCH600/77/0003
Zones for Habitat JWL	SCH600/77/0004
SCH Eligibility and Allocation - Community Housing Policy	T.b.a.
Residential Operations – Procedures – SCH – Tenancy Management – Affordable Housing	SCH600/8
SCH Fact Sheet	Eligibility and Income
SCH Application for Rental Housing Form	2014

7. Feedback

Feedback on this procedure must be directed to the Document Owner . The Document Owner is responsible for maintaining the currency of this document.