

# Allocations Procedure (UnitingSA Housing)

## 1. PURPOSE and SCOPE

- 1.1. This procedure applies to current UnitingSA Housing tenants.
- 1.2. The Allocations Procedure outlines the guidelines for allocation of properties for UnitingSA Housing Debentured Properties, and National Rental Affordability Scheme properties. In allocating properties UnitingSA Housing endeavours to fulfil the following objectives:
  - 1.2.1. Fair and equitable access for eligible registrants seeking accommodation;
  - 1.2.2. Compliance with all funding agreements and statutory requirements;
  - 1.2.3. Provision of a non-judgemental, non-discriminatory, needs-based allocations process in line with established guidelines and protocols;
  - 1.2.4. Allocations that provide maximum utilisation of housing resources while closely matching the housing needs of people who have registered for housing assistance;
  - 1.2.5. Consideration of the changing needs of existing UnitingSA Housing tenants.

## 2. BACKGROUND

- 2.1. UnitingSA Housing owns and manages properties that are dedicated to specific housing programs and the procedure for allocations for those properties is outlined in separate documents as all allocations for those properties are made in accordance with specific program guidelines.

## 3. DEFINITIONS

- 3.1. Debentured Properties: Properties covered by the Master Community Housing Agreement 2016 with government interest secured via debenture.
- 3.2. CHCR: Community Housing Customer Register.
- 3.3. RSA: Renewal SA,
- 3.4. NRAS: National Rental Affordability Scheme.
- 3.5. Allocation: The offer and acceptance of a premise by an eligible person from the Community and Affordable Housing Customer Register.
- 3.6. Eligible Persons: Persons who meet government housing eligibility criteria and UnitingSA Housing eligibility criteria, have had a needs assessment conducted and have been allocated to a category of need.
- 3.7. Registrants: People who have registered for Community Housing via the CHCR.
- 3.8. Tenancy: The right of occupancy established under a residential tenancy agreement.

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### 4. PRINCIPLES

- 4.1. Allocation of housing will be in accordance with Eligibility Policy (UnitingSA Housing) and Community Housing Eligibility Policy and Procedures.
- 4.2. Allocations will predominantly be made on the basis of need from eligible registrants on the Community Housing Customer Register who have been given a Category 1 level of need via a needs assessment.
- 4.3. Allocations will take into account the size and location of the vacant property, declared preferences of registrants and optimum occupancy levels.
- 4.4. Registrants will be re-assessed to determine whether their circumstances have not changed prior to being offered a property.
- 4.5. Registrants should be matched to properties that:
  - 4.5.1. Are large enough for the household;
  - 4.5.2. Meet any special requirements or needs e.g. single storey;
  - 4.5.3. Are in an area of choice;
  - 4.5.4. Make best use of UnitingSA Housing housing stock;
  - 4.5.5. Encourage sustainable long-term tenancies.

### 5. PROCEDURES

- 5.1. Occupancy Standards. UnitingSA Housing applies the following occupancy standards:
  - 5.1.1. There should be no more than two persons per bedroom.
  - 5.1.2. Children less than 5 years of age of different gender may reasonably share a room.
  - 5.1.3. Children 5 years of age or older of opposite gender should have separate bedrooms.
  - 5.1.4. Children less than 18 years of age and of the same gender may reasonably share a room.
  - 5.1.5. Single household members 18 years and over should have a separate bedroom as should sole parents and couples.
- 5.2. Offers of Housing:
  - 5.2.1. The property offered must match the registrant's needs in terms of size and type, but must not result in under or over-occupancy.
  - 5.2.2. The changing needs of UnitingSA Housing tenants will be considered and the tenant transfer list will be consulted upon each vacancy.
  - 5.2.3. The property location should match the registrant's needs as per their registration.
  - 5.2.4. Neighbourhood issues will be taken into account, including housing density and surrounding UnitingSA Housing tenants.
  - 5.2.5. Registrants will be given 48 hours to make their decision.

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5.2.6. Registrants will be informed of the implications of declining two reasonable offers.

### 5.3. Declined Offers

5.3.1. Registrants will be given two reasonable offers based upon their stated requirements.

5.3.2. Declined offers will be recorded, including reasons given.

5.3.3. Subsequent offers will take into account reasons for a previous offer being declined.

5.3.4. Where UnitingSA Housing staff members consider that the registrant has declined three reasonable offers they will not be offered any more properties. The registrant will be informed of this, and also of their appeal rights.

5.3.5. The registrant will be advised by UnitingSA Housing staff members to complete a Change of Circumstances Form – Community Housing to nominate a suitable alternative primary contact organisation. This will enable the registrant to remain on the Community Housing Customer Register and be able to receive offers from other organisations.

### 5.4. Accepted Offers

5.4.1. Registrants who accept an offer of housing will be given a maximum of three weeks to sign a tenancy agreement and take up residency.

5.4.2. The UnitingSA Housing Property Manager will provide the registrant with all relevant information, including a Tenant Handbook as the first stage of the Establishing New Tenancies process.

## 6. DOCUMENTATION

6.1. Change of Circumstances Form – Community Housing

## 7. REFERENCES

7.1. Community Housing Eligibility Policy and Procedures

7.2. Community Housing Customer Registration and Vacancy Management Policy and Procedures

7.3. SA Gov website: <http://www.sa.gov.au/communityhousing>

7.4. Eligibility Policy (UnitingSA Housing)

7.5. UnitingSA Housing Fact Sheets

7.6. UnitingSA Housing Tenant Handbook