

Affordable Housing: Allocation

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Scope

This policy applies to all tenants, staff and applicants of Amélie Housing in affordable housing properties and programs.

Policy Statement

Amélie Housing will allocate social and affordable housing properties requirements to eligible applicants in a way that is transparent and fair.

All properties will be allocated in accordance with regulatory guidelines for each state and territory.

Compliance

This policy assists Amélie Housing to comply with:

Compliance Document	Section/Number	Area
National Community Housing Standards	1.1	Allocation of Housing
Evidence Guidelines National Regulatory Framework for Community Housing	1a	Tenancy and Housing, Allocate Housing

Allocations

Assessing applications

Applications for affordable housing are assessed in date order, and eligibility. All eligibility and income requirements must be met and verified for an application to be approved.

An approved application does not mean an offer of housing will be made.

Wait listed applicants

Where multiple properties are on offer, approved applicants may be waitlisted for offers, for example in a complex of units where multiple units become available.

Offers

Offers will be made to eligible applicants in order of date of application received.

Only one offer will be made to approved applicants. If an offer is declined, the tenancy will be offered to the next eligible applicants.

Complaints and Appeals

If a tenant is not satisfied with a service provided by Amélie Housing or does not agree with a decision it has made, they can ask for a formal review. To do this, the tenant can complete a **review of decision** form.

Details on how to make a complaint, provide feedback or lodge an appeal are found in Amélie Housing Complaints and Appeals policy.