

Tenancy Management: Allocation of Housing

Policy No. T-1			
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Scope

This policy applies to all tenants, staff, and applicants of Amélie Housing.

Policy Statement

Amélie Housing will allocate social and affordable housing properties to eligible applicants transparently and fairly.

All properties will be allocated following regulatory guidelines for each state and territory.

Compliance

This policy assists Amélie Housing in complying 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

Eligibility

General Social Housing – NSW

Housing NSW's Housing Pathways policies will guide Amélie Housing in determining eligibility for general social housing properties.

General eligibility can be assessed against [Housing Pathways policies for eligibility on the Social Housing Register in NSW](#). 

Eligibility Criteria – NSW	
To be eligible for the NSW social housing register, an applicant must:	
Be a citizen or have permanent residency in Australia	
Be resident in NSW	
Have a household income within the income eligibility limit	
Not own any assets or property which could reasonably be expected to resolve the housing need	
Be able to sustain a successful tenancy with or without support	
Be making repayments of any former debts to a social housing provider	
Be at least 18 years of age or be between 16 and 18 where this complies with relevant legislation, and legal advice is provided at the time. The relevant funding program's guidelines will determine eligibility for properties funded under other programs.	

Eligibility Criteria – South Australia	
To be eligible for the South Australian community housing register, an applicant must:	
Be a current resident of South Australia	
Have an independent income	
Not own or part-own a home	
Meet income test requirements	
Meet an assets test requirement	
Meet a needs test requirement – demonstrating a need for community housing, or where the income or assets test has not been met, but there is still an urgent need for safe and affordable housing.	

Direct applications

- Amélie Housing will integrate applicants with specific support needs into our direct application process wherever possible.
- Amélie Housing accepts referrals at any time from any organisation.

Formal Support Agreements

The organisation has formal referral agreements in place to allow easy move on from supported housing and continued support for the transition period. Agreements are determined on an organisational basis and can be related to a specific quota of applicants or a specific property, Examples include discharge from hospital, leaving prison, and exiting homeless services.

Applications (NSW and SA)

In NSW, Applicants for social housing will apply through Housing Pathways to be placed on the NSW Social Housing register. This can occur at Amélie Housing, any Housing NSW office, or any participating community housing provider.

South Australia

South Australian applicants can apply at the Amélie Housing office or any SA Housing Authority Office. Applicants will be logged on the Community Housing Customer Register. Amélie Housing will help applicants, if required, to complete or amend their application. Amélie Housing will interview applicants in person or by phone if required.

[External Link to SA Housing Authority](#) 

Eligible applicants will be logged on the NSW Housing Register or the SA Community Housing register.

Amélie Housing will assist applicants if needed to help complete their application.

Providing applicants with information to meet their housing and support needs

Amélie Housing staff will ensure that applicants are informed about the organisation and its services.

Amélie Housing will:

- Ensure information about the organisation is available in places readily accessible to people in housing need
- Provide information in various languages when required
- Build links with other relevant services for referrals and nominations
- Inform applicants of other options to meet any immediate or specific housing needs.
- Provide access to translators here required.

General allocations

When a general social housing property becomes available, Amélie Housing will seek to allocate the property to the highest-ranked applicant on the NSW Housing Register or the SA Community Housing register where the property best matches their needs.

Amélie Housing will make allocation decisions based on information about the applicant's needs and preferences and information about the property and the neighbourhood. In matching applicants to properties, Amélie Housing will:

- Ensure fairness, transparency, and consistency in housing allocations and how those decisions are made
- Ensure all properties are used effectively, matching requirements to the number of bedrooms, living areas and any special facilities or modifications for each property
- Match tenants to suitable properties
- Make sure the location of the property is suitable to demonstrated applicant requirements, including access to services, transport, and assistance as required
- Ensure the quality of housing meets required standards, and the applicant is given every opportunity to participate in the physical, social, economic, and financial aspects of the community leading to social housing outcomes and greater quality of life
- Create sustainable and balanced communities through effective allocation of housing properties and supportive tenancy services, promoting "good neighbour" tenancies that reduce disputes and minimise anti-social behaviour
- Support successful tenancies and social housing outcomes through balancing the needs and interests of the tenant, the community, and the organisation.
- This approach to allocations is implemented to minimise neighbourhood concerns and maximise tenant satisfaction
- Prioritise existing Amélie Housing tenants approved for transfers.

Reasonable offers of Housing

For a general social housing applicant from the NSW Social Housing Register, two reasonable offers of properties will be made

A reasonable offer includes:

- The number of bedrooms the household requires;
- The area requested
- Any other property features the client has been assessed as Demonstrated housing needs, for example, requirements relating to level access, stairs, or steps; distance from support services or medical facilities

In some circumstances, when a tenant is relocating for management purposes or a client has been approved for temporary emergency accommodation, they may receive only one reasonable offer.

Amélie Housing follows the guidelines set out by Housing Pathways policies [in matching clients to properties – reasonable offers.](#)

Nominations

For properties where support partners or other agencies have nomination rights, Amélie Housing will seek to allocate vacancies to applicants nominated by the relevant agency. In making allocation decisions, Amélie Housing will:

- Ensure that the applicant is eligible
- Ensure that the allocation is consistent with the agreed ranking criteria
- Ensure that the applicant agrees with the offer.

Complaints and Appeals

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

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

For NSW Tenants and Applicants only:

If a tenant is unhappy with the outcome of an appeal to Amélie Housing, they can appeal Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by Community Housing organisations and Housing NSW staff. For information on the Housing Appeals Committee, call 1800 629 794 or go to www.hac.nsw.gov.au.