

# Allocations Policy

## 1. PURPOSE and SCOPE

- 1.1. This policy is to provide guidelines for employees of Accessible Housing Association Inc. (AHA) in assessing the priority of housing for Applicants on the AHA Waiting List Registers.

## 2. DEFINITIONS

- 2.1. The Association uses a government waiting list known as the Community Housing Customer Register (CHCR). This is accessed by all Community Housing Associations as is mandatory by Legislation.
- 2.2. Eligibility criteria - The circumstances which determine the urgency of need for housing with AHA where Applicants are assessed against the Eligibility Policy of Community Partnerships and Growth (CP&G).

## 3. BACKGROUND

- 3.1. AHA provides low cost housing for people who are disadvantaged by income, disability or social circumstance.
- 3.2. AHA's portfolio of housing includes modified properties, non-modified properties, and cluster accommodation for Applicants with high needs.

## 4. POLICY

- 4.1. AHA will allocate housing in a non discriminatory manner with fairness and equity.
- 4.2. The Association aims to provide good quality housing at affordable rents to Applicants in housing need.
- 4.3. AHA will only offer Capitalised Index Debentured properties to Applicants who have been assessed against the Eligibility Policy of CP&G.
- 4.4. AHA will allocate housing based on the urgency of need and current circumstances of the Applicant irrespective of the time Applicants have been on the CHCR.
- 4.5. The Association will endeavour to match available properties with the most appropriate Applicant.
- 4.5. Applicants who choose to pass over properties offered will remain on the CHCR but may have their eligibility criteria re-assessed at the discretion of the Executive Director.
- 4.6. AHA reserves the right to allocate properties in a manner which makes the best use of available stock.
- 4.6. If an Applicant is unhappy with a decision by AHA, they can appeal the Association's decision using the Dispute Resolution and Appeals By-Law 2 of AHA.
- 4.7. AHA Tenancy Staff will endeavour to reallocate vacant properties within 14 days.

## 5. PROCEDURE

- 5.1. When a property becomes available the Tenancy Officer will refer to the CHCR to find the most appropriate Applicant for the available property.
- 5.2. The Tenancy Officer will phone the Applicant to advise them of the available property and its location.
  - 5.2.1. The Applicant will be given until the close of business the following day to view the surrounding area and if satisfied, an appointment to inspect the internal of the property will be made.
  - 5.2.2. If the Applicant is dissatisfied with the area, another Applicant will be selected from the CHCR and contacted.
- 5.3. If the Applicant is satisfied with the property the tenancing and lease signing process will be initiated.
- 5.4. When the lease is signed the Tenancy Officer will ensure a new tenant SOP/Check List has been completed with the Applicant to ensure process has been followed.
- 5.5. When an Applicant has been tenanted, their details on the CHCR will be changed to "housed" and their original Application forms will be placed in their Tenant Folder in a locked filing cabinet or locked room.

## 6. DOCUMENTATION

- 6.1. New Tenant SOP/Check List

## 7. REFERENCES

- 7.1. Community Partnerships & Growth Eligibility Policy and Procedures
- 7.2. South Australian Department of Families and Communities Affordable Housing Innovations Program