

HOUSING ALLOCATION POLICY

Providing affordable accommodation for low income and disadvantaged single people

Policy Statement

St Kilda Community Housing (SCH) is committed to the allocation of its housing in a fair and transparent manner with regard to the legal and regulatory framework within which we operate. This policy outlines the principles underpinning the allocations process and the process itself. The principles underpinning the policy are:

- **Openness** – to provide an open and transparent application and allocation system.
- **Equality** – applicants will not be discriminated against on the grounds of race, gender, sexual orientation, ethnicity, religious belief, disability or age.
- **Consistency** – all applicants with similar characteristics will be treated in a similar manner to achieve similar outcomes and in accordance with established eligibility criteria.
- **Responsiveness** – SCH will take account of the needs of individual applicants, including an appeals process.

- **Co-operation** – SCH will work closely with local support agencies to develop protocols that ensure eligible disadvantaged single adults can gain appropriate housing and support.

Objectives

- To address singles' housing needs in the St Kilda area and, where possible, to take into account applicants' housing aspirations.
- To assess housing applications in an objective, fair and consistent manner, complying with all relevant legislation and best practice.
- To make the best use of the available stock.
- To assess applications with regard to the profiles of existing houses.
- To sustain and promote local communities as far as is possible.
- To monitor performance and respond to changing patterns of need as they arise by reviewing the policy on a regular basis.

Eligibility Criteria

The eligibility criteria for SCH are as set out in Annexure B – Part 2 of the General Lease between SCH and the Director of Housing, for all properties owned by the Director of Housing. The same eligibility criteria generally applies to all other housing run by SCH except where protocols exist between SCH, the housing owner (where applicable) and local support agencies. Such protocols may outline additional specific eligibility criteria such as a psychiatric disability and/or homelessness

In general this means:

- The target group for SCH housing fulfils the same eligibility criteria as people who are eligible for public housing, including asset and income limits.
- Only adults over the age of 18 will be housed.
- No children will be housed.

Additional eligibility criteria may include:

- A prior connection to St Kilda/City of Port Phillip.
- A prior successful tenancy with SCH.

Procedure

The following procedure is to be adhered to:

- All prospective tenants will be interviewed by a Housing Manager. The usual procedure will be a face-to-face interview at 102, St Kilda Road, St Kilda. On occasion, an interview may be conducted over the telephone (for example, when the applicant is still in custody).
- Prospective tenants will fill out a Housing Application form and will either provide proof of income themselves or give consent for the Housing Manager to obtain that information.
- If the prospective tenant meets all eligibility criteria they will be placed on the waiting list.
- All names will remain on the waiting list until they are allocated housing. Names will also

be removed from the waiting list if the prospective tenant has failed to maintain weekly contact expressing continuing interest in being housed by SCH.

- The waiting list will be maintained on the shared drive. A Housing Manager will take responsibility for the currency of the list on a monthly basis.
- Allocation of housing will be discussed at the weekly meetings. Whilst many allocations will be undertaken on the basis of the applicant's position on the waiting list, Housing Managers have the discretion to ensure that prospective tenants will be a suitable fit for the house in which a vacancy has occurred. In general, the relevant Housing Manager will make a recommendation to the weekly meeting based upon the above factors.
- Where a property has a pre-existing protocol with a support agency, it remains the discretion of the Housing Manager of that property to accept or reject the proposed nominee based upon the eligibility criteria set out above. If a Housing Manager rejects a nominee from a support partner with nomination rights, they will set out their reasons for so doing in writing to the support agency. If the matter is not resolved, it will be dealt with by the respective managers as per the protocols signed.
- Where a prospective tenant has a debt from a previous tenancy with SCH they must pay 50% of the outstanding debt immediately and enter into an agreement to pay off the remainder of the debt before they can be housed.

Appeals

If a prospective tenant has been rejected for housing by SCH they may appeal to the management if they believe their application has been treated unfairly. For details refer to the Complaints Policy.