
Applications and Allocations Policy

Category: Operations

1 PURPOSE

This Policy explains how Stellar Living will allocate its properties and meet its contractual and legal duties.

2. OBJECTIVE

The objectives of this policy are to:

- Have a fair, consistent and transparent process for allocating properties;
- Maintain legal and contractual obligations;
- Match tenants with properties and communities which are compatible to their needs; and
- Maintain a sustainable tenant mix for the organization, making the most of housing resources.

3 SCOPE

This Policy applies to all tenancies under the Residential Tenancies Act 1987 (RTA) owned and/or managed by Stellar Living. It does not apply to where there is a License to Occupy.

4 Applicants

Mainstream

Stellar Living is a Tier 2 Community Housing provider for Department of Communities. When Stellar Living has a vacant mainstream property, it will make an allocation of housing from the Joint Wait List (JWL) that the Department of Communities manages.

Where there are no eligible social housing applicants on the JWL or where an increased income mix is required Stellar Living may use other methods to source low income applicants.

Applicants for the JWL are made to the Department of Communities.

Stellar Living Transfer List

Stellar Living maintains a wait list of existing tenants that are approved and remain eligible for a transfer. When a suitable property becomes vacant it may be allocated to an existing Stellar Living housing tenant on the transfer list.

Stellar Living can also allocate properties to other CHP tenants if they are approved and are eligible for a transfer according to Stellar Livings transfer Policy. Referral will be made via the tenant's current landlord.

Supported Housing programs and transitional housing

Applicants for supported housing and transitional housing will be nominated to Stellar Living from our partner support agency who will ensure the applicant is eligible for accommodation and the program according to the applicable program agreement.

Discretionary Allocations

In some circumstances where there is supported and documented evidence Stellar Living may make a non –standard allocation which will require approval by the General Manager as per the discretionary decision making policy.

This may occur in the following situations:

- A verified urgent housing need exists but an application on the JWL has not been made or is not at the top of the list.
- To meet the needs of someone who is at serious risk or cannot access existing social and affordable housing.
- When a property is difficult to let.
- For a property that has specific modifications and would suit a tenant with disabilities.

5 Allocating properties

The following is taken into account when allocating a property which involves matching an eligible household to the right house:

- **Contractual Allocations Target**
- **Bedroom entitlements**
- **Property designation:** some properties are specifically for applicants who are over 55's or have a disability.
- **Sensitive allocations:** Sensitive and sustainable allocations will be made to all vacant properties to ensure tenancies will be successful and applicants are not set up to fail. Previous issues in the property or in the neighbourhood may also influence the allocation. Where required Stellar Living will work with Support providers to try to ensure allocations are made sensitively.
- **Choice:** Stellar Living will house applicants in the area and housing type of their choice where possible dependent on stock location and availability.
- **Nomination rights**
- **Risk management**

Applicants will be required to complete a Stellar Living Application form prior to an offer of accommodation being made and applicants may be required to provide further information to assist Stellar Living ensuring that the property is a good match for the applicant.

Support providers will be required to complete a referral form as per the agreements in place.

Stellar Living will make all formal offers of accommodation to the successful applicant and inform the applicant of rent and bond amounts and any strata rules or restrictions.

Applicants will be offered an opportunity to view the property in advance with a member of Stellar Living staff.

Applicants must accept any offer in the required timeframe or if an applicant wishes to decline an offer they will be required to discuss it with a member of staff and they will be informed of any consequences that may impact their application status.

Applicants must attend a sign up appointment at Stellar Living to execute the Tenancy Agreement and complete other paperwork relating to the tenancy. Both the bond and 2 weeks rent must be paid in advance of signing the tenancy. The sign up appointment will occur prior to occupation of the property and handover of the keys.

6 Right of Appeal

If an applicant and tenant does not agree with any of our decisions or actions, they can appeal under our appeals Policy.

Effective date:	01/10/2019
External references:	<ul style="list-style-type: none"> Residential Tenancies Act 1987 Residential Tenancies Regulations 1989 Community Housing Income and Asset Limits Policy 2013 Privacy Act 1988 Community Housing Agreement
Version:	2

Custodian:	General Manager
Internal references:	<ul style="list-style-type: none"> Appeals policy (under review) Eligibility Policy Privacy policy Transfer Policy (under review) Information and Records Management Policy (to be developed)
Review:	01/10/2024

Version Notes

This policy is to be reviewed following legislative or organisational changes, or as a minimum, every five years.

Date of Change	Changes	Reason for Change	Author	Authorised
1/10/19	<ol style="list-style-type: none"> Removed processes Removed conflict of interest 	Review	<i>K Moorey</i>	CEO