



Allocations Policy

Purpose

SAH seeks:

1. To ensure that housing assets are used in the manner for which they were intended.
2. To ensure that all SAH properties are utilised to their full potential and not left vacant or underutilised.
3. To ensure that there is a transparent allocation process.

Scope

This policy applies to all housing programs properties owned or managed by SAH. This policy, along with the Eligibility Policy, will determine how housing will be allocated.

Policy Statement

Transparent, Fair and Consistent

1. Housing allocations will be performed in a transparent, fair, and consistent manner to the pre-determined purpose for the property.
2. This policy covers the following housing types:
 - Supported Housing.
 - Social Housing.
 - Affordable Housing.
 - Externally Managed Housing.

Property Attributes

1. SAH provides safe and secure tenancies to all our tenants. When deciding to allocate a property SAH will look at the following:
 - The property suitably meets the needs of the applicant.
 - The property has all of any required modifications.
 - The property is within the applicant's nominated locational preference or LGA.
 - The property has ready access to local amenities, including shops and public transport.
 - The property is within the service access area of any required support partners where applicable.
 - The property is being allocated to the client with the greatest need but will not be under occupied.
 - The property is of a habitable standard required for tenancy.

Agreements

When determining the allocation of a property, SAH will consider the existing agreements in place with respect to the designated uses for the property. Properties will be allocated on the following basis:

Supported Housing	Supported Housing properties will be allocated to tenants on the basis of the nomination rights of the support provider. SAH will work proactively with the support provider to allocate properties according to the needs of the tenant/client.
Social Housing	Social Housing properties will be allocated to tenants from the relevant jurisdiction's waiting list. Further detail contained below.
Affordable Housing	Affordable Housing properties will be allocated on need. Initially tenants will be assessed for eligibility for the accommodation unit. For eligible applicants, allocations will be according to the selection criteria (which will include an assessment of the affordability of the unit for the household.)

Allocations Policy – Supported Housing

1. SAH understands the need for some tenants to have appropriate support in place in order to manage their tenancies. We will establish support agreements with support partners across all states to provide housing for their clients, where an appropriate support plan between the client and the supporting organisation is in place. Support agencies will nominate the client/s to be housed by SAH. Clients must meet the housing eligibility criteria and any other eligibility criteria will be defined within individual support agreements with each agency.
2. The following process will apply to clients in Supported Housing:
 - Properties will be allocated to support services, whereby they have nomination rights
 - The support services will assess applicants and provide a nomination to SAH, for the clients that they wish to support
3. SAH will accept the nomination of the support service, provided the client meets the following criteria:
 - The support service and SAH believe that the applicant will have a reasonable chance of sustaining a tenancy
 - The support service and SAH believe that the applicant will participate in the support program offered by the support service
 - The applicant is currently on the public housing waiting list (or about to lodge an application with the assistance of the support service)
 - The applicant doesn't have an outstanding debt with SAH
 - SAH believes that the accommodation is suitable for the applicant (and other neighbours).

Allocations Policy – Social Housing

1. Applicants are sourced from the State Housing Register.
2. Offers will be made to short-listed applicants on the following criteria:
 - Applicant meets the eligibility criteria
 - Nominated housing is suitable for applicant
 - Priority given to applicants in a priority housing category

Suitability of Available Housing

The structure of the household unit compared to the accommodation unit's configuration is a factor in assessing an application. For example, a single person in a four-bedroom house will score lower than a household of more people.

Externally Managed Allocation Policy

Allocation of externally managed properties will be done in consultation with the property owner.

Discretion

State Managers have discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

Tenants Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Appeals Policy.

Related Documents

Policy	Appeals Policy Complaints and Feedback Policy Eligibility Policy
Legislation	National Regulatory Code National Community Housing Standards State Residential Tenancies Act and Regulation
Other Documents	Appeals Brochure

Document Control

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