

Allocations and Access Policy

Purpose

This policy outlines the approach of Salvation Army Housing Victoria (SAHV) to the

- allocation of vacant properties in its housing programs
- successful and sustainable tenancies and communities through the matching applicants to properties

Scope

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

All staff are required to adhere to this policy.

Policy Statement

Guiding Principles

1. SAHV aims to ensure a tenant-focused allocation process that:
 - is fair, transparent and equitable
 - relieves households from housing stress
 - takes the needs of prospective tenants into account
 - is in accordance with its contractual, legal and regulatory obligations
 - supports the financial viability of SAHV's housing programs.
2. SAHV is committed to promoting successful and sustainable tenancies through the matching applicants to properties. This means that SAHV will allocate housing in a way that:
 - gives appropriate priority to households in need of housing assistance;
 - considers the health, safety and support needs of applicants;
 - matches individual housing needs with available properties;
 - supports sustainable and harmonious communities; and
 - works towards always maintaining 100% occupancy across all programs.

Program Allocation Requirements

1. SAHV operates a number of different long term, rooming house, transitional and crisis housing programs. SAHV must comply with the allocation framework and designated uses specified for each particular program. As such, SAHV will ensure these requirements are complied with where a program identifies specific requirements
2. Allocations will be determined from the information on the application (as per Eligibility Policy), supporting documentation and may be subject to an interview process, depending on program requirements
3. SAHV is committed to promoting successful and sustainable tenancies through the matching applicants to properties. This means that SAHV will allocate housing in a way that:
 - gives appropriate priority to households in need of housing assistance;
 - considers the health, safety and support needs of applicants;
 - matches individual housing needs with available properties;

- supports sustainable and harmonious communities; and
- works towards always maintaining 100% occupancy across all programs.

Approach to Allocation

1. In allocating housing, SAHV will comply with specific program requirements and in doing so will endeavour to:
2. Match households to the right house so that an allocation:
 - is the right size for the applicant’s household;
 - is in an area consistent with the applicant’s needs;
 - assists the applicant to access employment or any support services that they need;
 - makes the best use of housing stock owned or managed by SAHV;
 - encourages a sustainable tenancy; and
 - meets any particular expressed needs of the applicant so far as they are known, such as modifications for people with a physical disability or mobility impairment, availability of car parking or room for carers.
3. SAHV may to the extent necessary, adopt different strategies in allocation in response to:
 - a high concentration of public and community housing stock in a particular area;
 - a high concentration of tenants with multiple health, social or economic issues in a particular area or building;
 - existing tenancy management issues (or a potential for them to develop);
 - existing neighbourhood tensions or disputes which may be exacerbated if allocations are not sensitively handled; and
 - a mismatch of supply and demand making the property hard to let

Assessment and outcome

1. Upon assessment of application and allocation, SAHV will be able to make an offer to the successful applicant/s
2. SAHV will inform applicants of their right to appeal organisational decisions and to complain about the services of MAH as per the Complaints and Appeals Policy. Please refer to the Complaint and Appeals Policy

Related Documents

Procedure:	Allocation and Access Long Term Housing Procedure Allocation and Access Transitional Housing Procedure Allocation VHR Procedure Complaint Management Procedure
Policy:	Complaint Policy Eligibility Policy

Document Control

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