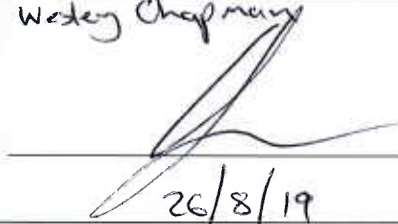


TENANT HOUSING SERVICES

ELIGIBILITY, APPLICATIONS & ALLOCATIONS POLICY

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SIGNED:	
DATE:	<i>26/8/19</i>

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1. PURPOSE

This policy outlines Cornerstone Housing Limited's (Cornerstone) responsibility in administering the Eligibility, Application & Allocation process in a transparent and equitable manner for:

- The identification of those who are eligible to apply for housing being managed by Cornerstone;
- The shortlist and selection of tenants including nominations **from** support providers (where applicable); and
- The allocation of tenants

2. DEFINITIONS

'Relevant Funding Body'	means the South Australian government authority for housing
'Relevant Housing Customer Register'	means the common waitlist or register for housing, managed by the Relevant Funding Body
'Tenancy Succession'	means where an existing person is applying to supersede the main tenant of a tenancy. The person must be either: <ul style="list-style-type: none"> - the tenant's partner; - an adult child of the tenant; or - otherwise related to the tenant; and <p>who has lived at the tenant's property for a reasonable period of time.</p>
'Anti-social behaviour'	Is as defined in Cornerstone's Anti-social Behaviour Policy (THSX017-4)

3. LEGISLATION AND OTHER POLICIES

3.1. Cornerstone will comply with the following legislation (as amended):

- Residential Tenancies Act 1995
- National Rental Affordability Scheme Act 2008
- National Rental Affordability Scheme Regulations 2008
- Community Housing Providers (National Law) (South Australia) Act 2013
- National Regulatory System Community Housing (NRSCH) Regulatory Framework
- Master Community Housing Agreement
- NDIS Terms of Business for Registered Providers

3.2. Cornerstone will comply with the following policies (as amended):

- Community Housing Core Operating Policy
- Community Housing Eligibility Policy and Procedures
- Homelessness Supportive Housing Program Policy

- Integrated Housing Exits Program Policy
- Mental Health – Supported Social Housing Properties Policy
- Cornerstone Privacy Policy (PROX001-26)
- Information Management and Record Keeping Policy (GOVX008)
- Anti-social Behaviour Policy (THSX017-4)
- Tenancy Succession Policy (THSX010)

4. POLICY STATEMENT

- 4.1. Cornerstone will have equitable, efficient and consistent ways of registering and managing applications for housing.
- 4.2. Cornerstone will adhere to the rules and procedures outlined by the relevant funding body in the use of the relevant Housing Customer Register for tenant selection and allocation.
- 4.3. Cornerstone will ensure decision making is transparent and non-discriminatory by using predetermined eligibility and allocation criteria.
- 4.4. Cornerstone will maximise equality of access by:
 - Not assuming literacy
 - Facilitating appropriate support and advocacy
 - Aiming for successful tenancies with a range of tenancy management strategies
- 4.5. Cornerstone will meet identified housing needs where information is made available and on a case-by-case basis.
- 4.6. Cornerstone will uphold the privacy of all applicants whether successful or not. Information will only be passed on for the purpose of managing the relevant Housing Customer Register, or if the applicant has given permission.
- 4.7. All decisions in relation to eligibility assessment, determination of category of need, and allocation will be clearly documented.
- 4.8. The selection of tenants for a vacant property shall be the responsibility of the Housing Services Manager via its relevant Portfolio Manager.
- 4.9. Generally, applicants must be at least 18 years of age, however, discretionary eligibility can be permitted for applicants less than 18 years if these applicants can demonstrate adequate living skills or have access to appropriate community support services and receive an income. Where under 18, applicants must have their legal guardian sign all legal documentation.

5. ELIGIBILITY OF PAST TENANTS

- 5.1. Where a tenant has previously vacated a Cornerstone property and has an unsatisfactory tenancy history, either due to rent arrears, property damage or outstanding debts, these issues must be resolved before the tenant can become eligible with Cornerstone for further housing.

- 5.2. Where a past tenancy was ended due to anti-social behaviour (as defined), the eligibility will be subject to the Anti-social Behaviour policy

6. HOUSING TYPES

6.1. Community Housing

Eligibility

6.1.1 All registrants considered for tenancy with Cornerstone must either pass:

- The Base Eligibility Criteria and the Income and Assets test, or
- The Base Eligibility Criteria and the Needs test.

Applications

6.1.2 All applicants must complete the following forms as prescribed by the relevant funding body:

- Registration of Interest for Community Housing
- Housing Needs Assessment Form

6.1.3 If the applicant is already registered with another provider, they must complete a Change of Circumstances Form

Allocations

6.1.4 Cornerstone will create a suitable shortlist for tenant selection via the relevant Housing Customer Register

Responsibility

6.1.5 Cornerstone will ensure that no less than 85% of Community Housing allocations are identified as 'Category 1' as per the 2016 Master Agreement.

6.2. Supported Tenancy Housing

Eligibility

6.2.1 Applicants must meet the specific eligibility criteria for the relevant supported tenancy programs:

- Aged Homelessness Assistance Program
- Homelessness Supportive Housing Program
- Integrated Housing Exits Program
- Mental Health Supported Social Housing Program
- Transitional Housing Program

Applications

6.2.2 All applicants must be referred by the relevant support agencies

6.2.3 All applicants must complete the following forms as prescribed by the relevant funding body:

- Registration of Interest for Community Housing
- Housing Needs Assessment Form

6.2.4 If the applicant is already registered with another provider, they must complete a Change of Circumstances Form

Allocations

6.2.5 Cornerstone will work with the relevant organisations in order to find a suitable tenant for the vacancy.

Responsibility

6.2.6 Cornerstone will ensure that 100% of Supported Tenancy Housing allocations are identified as 'Category 1' as per the 2016 Master Agreement.

6.3. Affordable Housing

6.3.1 Affordable housing allocations must meet income, assets or needs test as defined in the Community Housing Core Operating Policy – Eligibility

6.3.2 Additional eligibility for Affordable Housing will be determined per project, set by the relevant funding body.

6.3.3 Rent cannot exceed 30% of the applicant's income

6.4. NRAS Housing

6.4.1 Cornerstone will adhere to the National Rental Affordability Scheme Act 2008 and Regulations regarding income limits and other eligibility criteria.

6.5. NDIS - SDA HOUSING

Eligibility

6.5.1 Applicants must:

- Be a National Disability Insurance Scheme (NDIS) participant
- Have housing goals in their NDIS Plan
- Need Accommodation
- Be in receipt of a Supported Independent Living (SIL) service from a specialist disability service provider

6.5.2 Applicants must also meet all other core eligibility requirement if housed in Community Housing properties.

6.6. Other Housing Types

- 6.6.1 All non-government housing eligibility, applications, and allocations will be determined as per the Property Management Agreement between Cornerstone and the Landlord.

7. PREFERENTIAL ALLOCATIONS

- 7.1. Cornerstone will use Preferential Allocation allowing Preferred Agencies to suggest a tenant for housing within certain properties providing they meet the Core Eligibility requirements.
- 7.2. The appropriate agreements must be in place between Cornerstone and a Preferred Agency
- 7.3. All core government operating policies must be and remain observed.

8. ONGOING ELIGIBILITY

- 8.1. Any ongoing eligibility requirements will be specified in the tenancy agreement
- 8.2. A review of ongoing eligibility will occur at least 3 months prior to the expiry of a tenant's lease to ensure sufficient time to discuss and seek alternative housing options if applicable.
- 8.3. If a tenant becomes ineligible due to property ownership or subleasing a property without permission, they will be charged Market Rent until they become re-eligible for community housing or their tenancy is terminated.

9. SUCCESSION

- 9.1. Eligibility for tenancy succession will be subject to the Tenancy Succession policy

10. VERSION CONTROL

Revision	Comment	Date
1.0		3/12/2014
1.1	<ul style="list-style-type: none"> - Added <i>Change Log</i> - Rebranded to CHL 	6/11/2015
2.0	<ul style="list-style-type: none"> - Adopted 'By-Law 1 - Tenant Selection By-Law' into policy <ul style="list-style-type: none"> 2. Removed redundant policy references 3. Removed redundant 'Target Groups' from policy statement 5. Combined Community Housing and NBESP policies 5.1 Removed references to '3. Target Groups' 7 Removed references to CHCR 9. Removed redundant 'Association Members' 10. Removed references to 'Board Selection' - Updated to reflect the 2016 Master Agreement - Updated to reflect company changes - Updated to reflect policy changes 	2/06/2016
3.0	<ul style="list-style-type: none"> Updated housing types to include changes to funding body's eligibility policy Included Preferential Allocations Included Ongoing Eligibility criteria Included Succession 	26/08/2019