


## TENANT AND HOUSING SERVICES

### ELIGIBILITY, APPLICATIONS AND ALLOCATIONS POLICY

DOCUMENT DETAILS	
DOCUMENT NAME	Eligibility, Applications and Allocations Policy
DOCUMENT CODE	THSX005
NRS LINE	Tenant and Housing Services
DEPARTMENT	Housing Services
APPROVAL	Board of Management
VERSION	2.0
STATUS	APPROVED
ISSUED	3/12/2014
NEXT REVIEW	1/07/2019

APPROVAL – BOARD OF MANAGEMENT	
CHAIR:	Neil Power
SIGNED:	
DATE:	27/6/2016

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## CONTENTS

1. RATIONALE.....	3
2. LEGISLATION AND OTHER POLICIES.....	3
3. POLICY STATEMENT.....	3
4. ELIGIBILITY OF PREVIOUS TENANTS.....	4
5. COMMUNITY HOUSING & NBESP.....	4
6. AFFORDABLE HOUSING.....	5
7. NRAS.....	5
8. OTHER HOUSING TYPES.....	5
CHANGE LOG.....	6

## 1. RATIONALE

This policy outlines Cornerstone Housing Limited's (CHL) responsibility in administering the Eligibility, Application & Allocation process in a transparent and equitable manner under the 2016 Funding Agreement for:

- a) The identification of those who are eligible to apply for housing being managed by CHL;
- b) The shortlist and selection of tenants including nominations from support providers; and
- c) The allocation of tenants

## 2. LEGISLATION AND OTHER POLICIES

2.1. CHL will comply with the following legislation (as amended):

- Residential Tenancies Act 1995
- National Rental Affordability Scheme Act 2008

2.2. CHL will comply with the following policies (as amended):

- Community Housing Core Operating Policy – Eligibility v1.1
- Community Housing Eligibility Policy and Procedures v5.0
- Community Housing Customer Registration and Vacancy Management Policy and Procedures v4
- Homelessness Supportive Housing Program Policy v4.0
- Mental Health – Supported Social Housing Properties Policy v2.3
- Housing SA Integrated Housing Exits Program (IHEP) Guidelines v1.0
- CHL Privacy Policy

## 3. POLICY STATEMENT

- 3.1. CHL will have equitable, efficient and consistent ways of registering and managing applications for housing.
- 3.2. CHL will adhere to the principles and procedures outline in the Community Housing Registration Management Policy for tenant selection processes.
- 3.3. CHL will ensure decision making is transparent and non-discriminatory (e.g. we will have predetermined eligibility and allocation criteria) and this will be relayed to potential applicants, applicants and support workers.
- 3.4. CHL 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
- 3.5. CHL will meet identified housing needs where information is made available and on a case-by-case basis.

- 3.6. CHL will uphold the privacy of all applicants whether successful or not. Information will only be passed on for the purpose of Community Housing Customer Register management, or if the applicant has given permission.
- 3.7. All decisions in relation to eligibility assessment, determination of category of need, and allocation will be clearly documented.
- 3.8. 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.

#### 4. ELIGIBILITY OF PREVIOUS TENANTS

- 4.1. Where a tenant has left the premises with an unsatisfactory tenancy history due to rent arrears, property damage or bad debts to CHL, these issues must be resolved and all outstanding monies are to be paid to CHL before the tenant can become eligible with CHL for further housing.

#### 5. COMMUNITY HOUSING & NBESP

##### Eligibility

- 5.1. CHL will adhere to the Renewal SA Community Housing Eligibility Policy and Procedures, in that all registrants considered for tenancy with CHL must either pass:
  - The Base Eligibility Criteria and the Income and Assets test, or
  - The Base Eligibility Criteria and the Needs test.

##### Applications

- 5.2. Upon request, CHL will provide to applicants the following documents:
  - Registration of Interest for Community Housing as prescribed by Renewal SA
  - Housing Needs Assessment Form as prescribed by Renewal SA
  - Housing SA Accommodation Metropolitan Areas Map
  - Housing SA Accommodation Country Areas Map

##### Allocations

- 5.3. CHL will adhere to the Renewal SA Community Housing Customer Registration and Vacancy Management Policy and Procedures, in that CHL will use the Community Housing Customer Register to create a suitable shortlist for tenant selection.
- 5.4. CHL will re-assess a registrant's eligibility at point of housing offer.
- 5.5. The selection of tenants for a vacant property shall be the responsibility of the Operations Manager and delegated to the Housing Services Manager.
- 5.6. CHL will ensure that no less than 85% of Community Housing allocations are identified as 'Category 1' as per the 2016 Master Agreement.
- 5.7. CHL will ensure that 100% of NBESP allocations are identified as 'Category 1' as per the 2016 Master Agreement

## 6. AFFORDABLE HOUSING

- 6.1. Affordable housing allocations should meet income, assets or needs test as defined in the Community Housing Core Operating Policy – Eligibility
- 6.2. Additional eligibility for Affordable Housing will be determined per project, set by the funding body/project administrator.
- 6.3. Rent should not exceed 30% of the applicant's income

## 7. NRAS

- 7.1. Eligibility  
CHL will adhere to the National Rental Affordability Scheme Act 2008 and Regulations in regards to income limits and other eligibility criteria

## 8. OTHER HOUSING TYPES

- 8.1. All non-government housing eligibility, applications, and allocations will be determined as per the Memorandum of Understanding between CHL and the Landlord.

## CHANGE LOG

<i>Revision</i>	<i>Change</i>	<i>Date</i>
1.0		3/12/2014
1.1	<ul style="list-style-type: none"> <li>- Added <i>Change Log</i></li> <li>- Rebranded to CHL</li> </ul>	6/11/2015
2.0	<ul style="list-style-type: none"> <li>- Adopted 'By-Law 1 - Tenant Selection By-Law' into policy               <ol style="list-style-type: none"> <li>2. Removed redundant policy references</li> <li>3. Removed redundant 'Target Groups' from policy statement</li> <li>5. Combined Community Housing and NBESP policies</li> <li>5.1 Removed references to '3. Target Groups'</li> <li>7 Removed references to CHCR</li> <li>9. Removed redundant 'Association Members'</li> <li>10. Removed references to 'Board Selection'</li> </ol> </li> <li>- Updated to reflect the 2016 Master Agreement</li> <li>- Updated to reflect company changes</li> <li>- Updated to reflect policy changes</li> </ul>	2/06/2016