

# Housing waitlist and allocation procedure

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<b>Approved by:</b>	Board
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## 1. Purpose

This procedure is to ensure fair and transparent housing allocation process that meet the needs of applicants and makes best use of available housing within the portfolio.

## 2. Scope

This procedure applies only to partners where the Management Agreement states that Many Rivers holds the wait list and/or chooses the tenant, and applicants to those portfolios.

## 3. Wait list

Applications to be on a Many Rivers managed housing wait list are made by completing and submitting the Housing Application Form.

Applications are reviewed to ensure the applicant meets the eligibility criteria for community housing with that owner.

For expediency, the five applicants at the top of all waitlists are contacted annually to a) confirm they still desire housing in the portfolio's area, b) ensure their housing needs are up-to-date and c) their contact details are up-to-date.

All information received from applicants is confidential. Applicants and waitlists are kept secure and protected.

## 4. Housing allocation

Four key principles are used to determine / make a recommendation<sup>1</sup> on housing allocation:

- The length of time on the waiting list compared with other suitable applicants
- Available property has sufficient bedrooms for the household composition while making best use of the available housing stock
- Available property meets any special needs (people with a disability, the elderly)
- Applicant has an acceptable rental history and/or references.

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<sup>1</sup> The management agreement sets out if Many Rivers chooses the tenant or makes a recommendation to be endorsed by the partner.

Many Rivers provides a decision / recommendation in writing on the most appropriate applicant to take on the tenancy within 14 days of being notified that a property is available.

The decision / recommendation is provided in writing to the partner.

During the selection process, all conflicts of interest relating to the allocation of the property must be declared in writing and appropriately managed.

Applicants and tenants can appeal a decision. This can be done using the Appeals Form.



## **HOUSING APPLICATION FORM**

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DATE OF APPLICATION: \_\_\_\_\_

### **APPLICANT DETAILS**

APPLICANT NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

CONTACT PHONE NUMBERS:

HOME: \_\_\_\_\_ MOBILE: \_\_\_\_\_

WORK: \_\_\_\_\_

People's contact numbers can change. Please also provide the name and phone number of a friend we can contact if, after multiple attempts, we cannot reach you on the numbers above.

FRIEND'S NAME: \_\_\_\_\_ FRIENDS'S PHONE: \_\_\_\_\_

### **CURRENT HOME**

Who owns the house you are now living in? Department of Housing, other Community organisations, Caravan Park/Camp/Shelter/Private Landlord: \_\_\_\_\_

\_\_\_\_\_

Current number of people residing at the above address: \_\_\_\_\_

What name appears on the tenancy agreement in the above address? \_\_\_\_\_

What is your relationship to the person listed above? \_\_\_\_\_

Number of bedrooms at the above address: \_\_\_\_\_

What weekly rent do you pay at your current address? \_\_\_\_\_

### **PREVIOUS HOMES**

Who have you rented from previously (list all)? \_\_\_\_\_

\_\_\_\_\_



Do you currently own any housing? YES  NO

Are you currently purchasing any other housing? YES  NO

What is the total gross weekly household income (of all adults) \$ \_\_\_\_\_

**HOUSING NEEDS**

Do you require housing in a particular location? YES  NO

If yes, please state why? \_\_\_\_\_

Family / household composition:

Please list all people to be **permanently** housed with the applicant.

NAME	DATE OF BIRTH	RELATIONSHIP TO APPLICANT

Please indicate if any of the people listed above have special housing design needs:

Ramp Required (Wheelchair or walking frame)

Special Taps (i.e. Person with arthritis)

Inability to climb stairs

Inability to use standard bath or toilet

Dialysis

It other, please specify  
\_\_\_\_\_



## **DECLARATION**

To the best of my knowledge and belief, all the information provided on this form and the attached documents is true and correct.

I consent to my information being provided to the housing provider, including the Aboriginal Housing Office, to determine my eligibility for available housing.

I understand that my rental history will be checked as part of my application. If I do not have a rental history other relevant references (character reference, credit history) will be requested.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **SUPPORTING DOCUMENTS**

Please provide the following information with your application to allow us to quickly allocate housing:

- Photo ID
- Proof of Current Address
- Current Rent Receipt
- Payslip / Centrelink Income Statement for all occupants over 18yrs

Many Rivers will obtain a rental report from your current landlord.

You can expect to be contacted periodically to check your details are up-to-date and that you can be contacted quickly if there is a suitable housing opportunity.

Community housing is in short supply. Many Rivers encourages you to also be on other wait lists including the Pathways Housing list.



## Internal Appeal Form

If you believe a decision made by Many Rivers in relation to a tenancy, or a tenancy application, is unfair or incorrect, you have a right to appeal against the decision.

In the first instance, appeals must be made directly to Many Rivers (Internal Appeal). Appeals can be made by completing this form or by writing a letter. You may use an advocate or support person during the appeal process, if you wish.

Appeals must be lodged within 3 months of when the decision to be appealed was made.

Appeals can be sent by email, fax or post using the details at the base of the form.

The Many Rivers CEO considers all appeals, seeks input where required, and determines the outcome. You will be kept informed of the progress of your appeal and notified of the outcome within 21 days.

If, following the outcome of the Internal Appeal process, you remain dissatisfied, you can appeal to the Housing Appeals Committee (External Appeal).

Examples of decisions that you may appeal include:

- Eligibility for a waiting list
- Removal from a waiting list
- Size of allocated property
- Property modifications or special needs
- Eligibility to be granted tenancy succession
- Eligibility for property transfer
- Rent calculations
- Rent reviews
- Permission to be absent from a dwelling
- Approval of additional occupants

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*Many Rivers Regional Housing Aboriginal Corporation supports the right of appeal.*

*Many Rivers welcomes appeals. They support transparency and continued service improvement.*

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## Internal Appeal Form

**Name:** \_\_\_\_\_

**Contact details:** Phone \_\_\_\_\_ Email \_\_\_\_\_

**Property Address:** \_\_\_\_\_

What decision would you like to appeal?

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Why do you want this decision reviewed?

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If applicable, what action would you like to see Many Rivers take? Please provide as much detail as possible.

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Additional information and documents can be attached to this form to support your appeal, if needed.