



ALLOCATIONS POLICY

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ALLOCATIONS POLICY

1. POLICY STATEMENT

Many Rivers ensures the fair and transparent allocation of housing that meet the needs of applicants and makes best use of available housing within the portfolio.

2. PURPOSE

The policy is intended to:

- Ensure equitable access to all eligible people seeking housing
- Maintain a transparent, needs based allocations process to all applicants
- Meet regulatory requirements for allocation of community housing
- Facilitate coordinated access to community housing through Housing Pathways (NSW Social Housing waiting list)
- Maximise utilisation of scarce housing resources.

3. SCOPE

All properties where Many Rivers is responsible for any part of the allocation process.

The extent of Many Rivers responsibilities in housing allocations are documented either in the partner's policy; Management Agreement; or via a Memorandum of Understanding.

4. DEFINITIONS

Partner or Owning Partner: An owner of community housing for whom Many Rivers delivers property management services.

5. POLICY DETAIL

6. HOUSING WAITLISTS

The approach to housing waitlists is determined by the lease/management agreement for each owning partner.

Aboriginal Housing Office (AHO) Properties

Allocations for AHO properties are drawn from the FACS Housing Pathways waitlist. When there is a vacancy in this portfolio, Many Rivers requests a copy of the waitlist using the FACS Request for Applicant Waitlist form. The form is submitting to the AHO Regional office who nominate suitable applicants for the property.

Local Aboriginal Land Council/Aboriginal Corporation Properties

The management agreement and/or a Memorandum of Understanding outline the breadth of responsibilities of Many Rivers and our partners (Local Aboriginal Land Councils (LALC) and Aboriginal Corporations (AC)).

Partners can:

1. Manage their own waitlist and housing allocations using a documented policy. Many Rivers takes direction from the partner in line with their policy, including requesting board resolutions where applicable.
2. Use the FACS Housing Pathways waitlist and manage allocations from that list using documented policy
3. Request Many Rivers to manage all or some aspects of the waitlist and housing allocation process.

7. APPLYING VIA MANY RIVERS (ONLY FOR PARTNERS WHERE RESPONSIBILITY IS DELEGATED TO MANY RIVERS)

Applications to be on a Many Rivers managed housing waitlists 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 the relevant owning partners.

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.

8. PRIORITISING & SHORTLISTING

8.1 Prioritising

Aboriginal Housing Office (AHO) Properties

Many Rivers reviews AHO nominated applicants considering:

- Current eligibility for housing (previous housing allocation, current income)
- If household size is a suitable match to available property
- Property meets any special needs (people with a disability, the elderly)
- Rental history and reference check

Many Rivers allocate from the highest priority as per AHO allocation guidelines.

Local Aboriginal Land Council/Aboriginal Corporation Properties

Four key criteria are used to determine / make a recommendation on housing allocation:

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

Many Rivers makes a recommendation in writing to the owning partner on the most appropriate applicant(s) to take on the tenancy.

A board resolution endorses the successful tenant.

All conflicts of interest relating to the allocation of the property, from Many Rivers and the owning partner, must be declared in writing and appropriately managed.

8.2 Bedroom guidelines

Many Rivers uses the following guidelines to determine the suitability of a property for a household. These are a guide only. Allocations are also determined by the alignment of an applicant's minimum preference with the available housing supply.

Household composition	Bedroom guide
Single person	Studio/One bedroom
Couple	One bedroom
Single person/couple with one other household member	Two bedrooms
Single person/couple with two other household members	Two bedrooms
Single person/couple with three other household members	Three bedrooms

Single person/couple with four other household members	Three bedrooms
Single person/couple with five or more other household members	Four bedrooms

Further guidelines are below:

Situation	Guide
Children (under 18 yrs) of the same gender	Expected to share a bedroom
Children (under 18 yrs) of different gender	Share a bedroom until one of the children reaches 10 years of age
Children under the age of 2	Not allocated their own bedroom
Children with special needs	Allocated their own bedroom when evidenced by need.
Shared custody/access visits from children	Considered part of the household if they stay for 3 days or more per week. Formal documented evidence is required.

Under AHO Housing Services Policy Framework, subject to availability, Aboriginal families are entitled to an extra bedroom to help families meet caring responsibilities and cultural obligations.

8.3 Manual allocations

A manual allocation is when an applicant is selected that may not have the highest priority on the waitlist. Manual allocations must be approved by the board of the owning partner and Many Rivers CEO.

A manual selection may be made in the following situations:

- For an applicant with specific needs. For example, when an owning partner requires the return of a property.
- To meet internal or contractual strategic objectives.
- To maintain the social cohesion of the community (sensitive allocations).

9. MAKING AN OFFER

The successful applicant is notified by phone within 3 business days of the allocation decision.

The commencement date for the tenancy is mutually agreed between Many Rivers and the tenant.

The lease is signed by the tenant at the ingoing inspection, at the latest.

10. OTHER RELATED DOCUMENTS

Complaints and Appeals Policy
Housing Application Form
Conflict of Interest Policy

HOUSING APPLICATION FORM

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.