

**PURPOSE:**

This policy provides guidelines for selection of new tenants and allocation of properties for the Company's directly managed properties and those of the co-operatives. The co-operative model is not used for the Company's directly managed properties therefore co-op specific provisions do not apply.

**1. SCOPE**

- 1.1. Applies to all staff
- 1.2. Applies to co-operatives

**2. EXCEPTIONS:**

NA

**3. DEFINITIONS**

- 3.1. **Landlord** -the person who grants the right to occupy residential premises under a residential tenancy agreement.
- 3.2. **Co-op** - governance structure where residents become 'members' of the cooperative, and play an active part in running the organisation.
- 3.3. **Tenant** -the person who has the right to occupy residential premises under a residential tenancy agreement.

**4. RESPONSIBILITIES**

**4.1. Chief Executive Officer (CEO)**

- 4.1.1. Providing resources
- 4.1.2. Oversight of process

**4.2. Manager**

- 4.2.1. Staff competency
- 4.2.2. Monitoring

**4.3. Board**

**4.4. Quality Coordinator (QC)**

- 4.4.1. Review the policy with relevant staff as per schedule or when required.

**5. CONTENT**

- 5.1. Landlord will ensure that housing is fully occupied
- 5.2. Landlord will promote their services to target group in the community
- 5.3. Landlord will have a written selection and allocation procedures
- 5.4. Co-op will ensure 65 percent of tenants within each co-operative meet the social housing eligibility limits at the time of allocation. The remaining allocations may be made to applicants with incomes that fall within the

moderate income band of the affordable housing income eligibility limits as set out in the NSW Affordable Housing Guidelines.

- 5.5. Selection will be fair, equitable, open to the public
- 5.6. The landlord will ensure that privacy and confidentiality is respected at all times
- 5.7. The co-op will ensure that Tenant Selection Committee members declare conflict's of interest when allocating housing.
- 5.8. Applicants who are dissatisfied with the landlord's service or disagree with its decision will be advised how to make a complaint or appeal.
- 5.9. The landlord will not discriminate on the basis of: race, marital status, age, sexuality, gender, physical intellectual or psychiatric disability.
- 5.10. Landlord will use a standard application form and have clear eligibility guidelines: selection and ranking criteria that are linked to identified needs -including a willingness and capacity to participate in the management of the co-op.
- 5.11. **Eligibility Criteria used by Landlord:**
  - a. Be Australian citizen or permanent resident on low to moderate income older than 18 years
  - b. Specific cultural identity or target group as per Co-op Rules. (for example single women, or families from Spanish speaking background)
  - c. Be eligible for public or affordable housing (the guidelines state that at any given times the proportion of membership should consist of 65% members/tenants eligible for public housing)

**Selection Criteria use by Landlord**

- d. Compatibility with values of the co-operative
- e. Willingness and ability to participate in management of the co-operative

**5.12. Ranking Criteria used by Co-op**

- a. Degree of housing need (Providing they meet Co-op's eligibility and selection criteria the applicants are ranked on a 'needs basis', which means that those in the greatest need will be given priority)
- b. Appropriateness of the available accommodation according to location, disability needs and access to support services

**5.13. Allocation criteria used by Landlord**

Housing needs are met with regards to the following:

- a. Property type, size and location
- b. Housing preferences are considered and met as far as possible when there are choices available. If choices are not available this is explained to the applicant.

**5.14. Withdrawal of offer of accommodation**

An offer of accommodation may be withdrawn if any of the following applies:

- a. The prospective tenant is no longer eligible for housing;
- b. The information on which the offer is based has significantly changed.
- c. The household of the prospective tenant changes so that the accommodation is no longer suitable due to over or under occupancy.

**6. REFERENCES**

- 6.1. National Regulatory System for Community Housing
- 6.2. Anti- Discrimination Act 1977
- 6.3. NSW Community Housing Access Policy.
- 6.4. NSW Affordable Housing Guidelines
- 6.5. Residential Tenancies Act 2010 (NSW)

**7. ASSOCIATED DOCUMENTS**

- 7.1. Company Co-operative Agreement
- 7.2. NSW Co-operative Housing Program Procedure Handbook
- 7.3. C.1.2 Guide for Assessment of Applicant's Income and Assets
- 7.4. C.1.14 Complaints and Appeals Policy and Procedure

**8. FORMS**

- 8.1. Common Equity NSW Housing Application Form
- 8.2. Allocation Access and Eligibility Checklist

**9. PROCEDURE****9.1. Tenant Selection Procedure**

<b>Procedure Title</b>	<b>TENANT SELECTION PROCEDURE</b>
<b>Purpose</b>	This procedure describes the steps for selection of new tenants and allocation of properties for the Company's directly managed properties and those of the co-operatives.

<b>Steps</b>	<b>Who is responsible</b>	<b>When</b>
1. Provide an applicant with an application form, the information flyer, the copy of selection and allocation policy and information on how to make a complaint or appeal a decision. 2. Ensure that all questions are answered and the form is signed by the applicant 3. Check the applicants eligibility and inform in writing applicants who are not eligible for housing 4. Check if any of the members of the Tenancy Committee has potential conflicts of interest	Tenancy Committee or Field Officer	<b>When an inquiry is made</b>  <b>When an application is received</b>
5. Notify eligible applicants of time and place of the next general/social meeting of the co-op and confirm their attendance.	Tenancy Committee or Field Officer	<b>Within 30 days from the day the eligibility is confirmed</b>
6. Schedule an interview with	Tenancy Committee	<b>Within 14 days from</b>

<p>applicant.</p> <p>7. Ask the applicant to confirm that they will be attending the interview. Check whether there is a need for an advocate or interpreter to be present or available by phone.</p> <p>8. Prepare a brief list of key issues and questions about the application before the interview.</p>	<p>or Field Officer</p>	<p><b>the day of the applicant attending the meeting of the co-op</b></p>
<p>9. Conduct the interview by using standard interview questions.</p> <p>10. Make notes on the interview record sheet. Record the outcome of the interview and attach the interview record to the application form.</p> <p>11. Inform the applicant that they will be advised in writing about the outcome of their interview.</p> <p>12. Assess the applicant against selection criteria.</p> <p>13. Enter successful applicants into waiting list file in accordance to their date of application.</p> <p>14. Inform in writing unsuccessful (unselected) applicants that they will not be placed on the waiting list for allocation. Provide the reasons for your decision</p> <p>15. Inform in writing the selected applicants that their name will be placed on the waiting list in accordance with the day of their application.</p>	<p>Tenancy Committee or Field Officer</p>	<p><b>Within 28 days from the day of the applicant attending the meeting of the co-op</b></p>

