



ALLOCATIONS POLICY

Policy Number	TM01
Version	4
Date	April 2021
Review Date	April 2023

1. Purpose

This Policy supports access 2 Place to comply with the Core Operating [Community Housing Allocations Policy](#).

This policy also outlines A2P specific policy in relation to tenant allocation and tenure.

2. Context

Community housing tenants are subject to the lease arrangements set out in their tenancy agreement with their community housing provider. The policy settings of this document inform the Core Operating Procedure - [Community Housing Allocation Guideline](#).

3. Scope

This policy applies to:

- providers registered under the National Regulatory System for Community Housing (NRSCH) including volunteer member-tenant managed providers who have a community housing agreement (e.g. Master Agreement) with the South Australian Housing Trust or the SA Housing Authority
- non-government organisations which have housing leases with the South Australian Housing Trust (SAHT) which reference this policy, including specialised housing programs
- community housing tenants transferring to a separate social housing provider.

This policy does not apply to internal tenant transfers. Internal transfers are covered by the A2P Internal Transfer Policy (to be developed).

4. Risk

A2P manage a portfolio of properties that have different contract requirements. This policy ensures A2P select tenants appropriately and apply lease conditions in accordance with contract requirements.

5. Policy Detail

5.1. Community Housing Allocations Policy


For information on the following areas refer to the [Community Housing Allocations Policy](#):

- Prioritising customers into categories,
- Make offers of housing to registrants,
- Allocate properties to registrants.

5.2. A2P Specific Selection Considerations

A2P is required to maintain clear records that identify how and why applicants are chosen/ not chosen for a vacancy (including internal transfers).

A2P is required to register community housing customers and manage vacancies in line with the Registering Community Housing Customers and Managing Vacancies Procedure; and all staff are

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required to act in accordance with Section 6.2 Allocation Procedure of this Policy and the Allocation Standard Operating Procedure (to be developed).

5.2.1. Category 1 and Allocations

A2P has allocation Category 1 Key Performance Indicators that it is required to meet. Staff are required to work collaboratively with the Operations Manager when assessing and processing all allocations of housing to ensure these KPI's are met.

A2P must shortlist applicants from the CHCR appropriately unless the applicant is a current A2P tenant requesting an internal transfer. Refer to the Registering Community Housing Customers and Managing Vacancies Procedure.


5.2.2. Sustainable Tenancy Matching Criteria

Access 2 Place aims to promote a successful and sustainable tenancy when matching an applicant to a property.

When matching an applicant to a property staff will consider the following:

- Does the property meet the bedroom requirements/size of the applicant/s household?*
- Does the property meet any special needs of the applicant? (so far as these are known);
- Does the property assist the applicant to access special support services that they need?;
- Does the property make the best use of available housing stock that:
 - balances the applicant's need for stable housing with the costs to the housing provider of providing assistance and
 - matches with the needs and social mix of the current clients and neighbourhood.
- Does the property have specific features that are in high demand and short supply and does the applicant/s need them? These features include:
 - Properties that have been built or modified to meet the needs of people with a disability, or
 - In some areas, properties on the ground floor, properties with level access, or properties with yards.

*Note 1: Assessments of bedroom requirements for an applicant/household will be based on the Canadian National Occupancy Standard (CNOS). The CNOS can be accessed here <http://meteor.aihw.gov.au/content/index.phtml/itemId/386254>

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5.3. Changes to Tenure Arrangements as a result of a pandemic or other crisis event.

- 5.3.1.** Where a tenant submits a request to return to their family home and end a lease before the end date as a result of a pandemic or other crisis event, A2P will agree to terminate the lease in accordance with Sections 5.2.1 of the *A2P Termination of a Lease Policy*.
- 5.3.2.** Where a tenant submits a request to return to their family home and apply for a suspension of their lease agreement, A2P will agree to suspend their lease for a set period of time.
- The initial set period of time for suspension will be one month unless otherwise negotiated.
 - A meeting will be held with the tenant one week before the suspension period is due to end to discuss if there is a need to further extend the suspension timeframe.
 - A2P will suspend a lease for a maximum of three months unless otherwise negotiated. After three months, the tenant will be required to resume paying rent or request to terminate the lease as a result of the widespread crisis event.
- 5.3.3.** All rental payments for the A2P property will be suspended until the suspension timeframe has ended unless the tenant moves back into the property earlier than the suspension end date. Refer to section 5.20 of the A2P Rent Policy.
- 5.3.4.** The original end date of the lease agreement will remain the same regardless of how long the lease is suspended unless the lease is terminated by the tenant.
- Where it is identified that the lease will end during a suspension timeframe, A2P will allow the lease to roll over into a periodic lease.

6. Procedure

6.1. Community Housing Procedure

All staff are to register eligible community housing applicants onto the CHCR and manage vacancies in line with the [Community Housing Allocations Guideline](#).

6.2. A2P Specific Allocation Procedure

6.2.1. Community Housing Registration Packs

All applicants will be given a Community Housing Registration Pack that contains:

- A2P Registration Letter
- Registration of Interest (ROI) for Community Housing Form
- A2P Client Risk Assessment Form
- Housing SA Housing Needs Report Form
- Community Housing Metropolitan Areas Maps (Metro and/or Country)

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6.2.2. Application Forms

Prior to the application assessment process, all applicants are required to fill in and complete the

- Registration of Interest (ROI) for Community Housing Form
- Housing SA Housing Needs Report Form
- A2P Client Risk Assessment Form

Note 1: Staff will provide assistance to fill in these forms when required.

6.2.3. Staff Forms

The following forms will be used by staff to record allocation information:

- A2P Registration of Interest/Housing Needs Assessment Checklist
- A2P Allocation Panel for Vacancies Form

6.2.4. A2P Registration of Interest/Housing Needs Assessment Checklist

Staff must ensure that the A2P Registration of Interest/Housing Needs Assessment Checklist is completed up to **Task 8** before submitting an applicant for the Allocation Panel process.

No applicant can be allocated to a vacancy unless the A2P Registration of Interest/Housing Needs Assessment Checklist is completed.

6.3. Allocation Panel

All applicants must be assessed, selected and approved via an Allocation Panel.

- The Allocation Panel will have a minimum of 3 members.
- Staff will use this policy to make decisions about selecting suitable candidates for properties, with particular consideration for Section 5.1 *Tenant Section* of this policy.
- Where the panel is not in agreeance to which applicant is offered the property, the Operations Manager or delegate is responsible for final decisions regarding approval of applicants.

6.4. Allocation Panel Process

The Allocation Panel will act in accordance with the Allocation Procedure (to be developed).

6.5. 6.2.6 Recording of Information

All vacancies must be listed on the vacancy spreadsheet.

Staff must maintain accurate records details how and why applicants were approved or not approved.

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7 Definitions

For **allocation** definitions refer to the [Community Housing Allocations Policy](#)

Widespread crisis event: for the purposes of this policy, refers to a time of intense difficulty or danger that affects society at a State, National or Global level.

8 Reference Documents and Links

8.1 Directive Documents

- *Community Housing Master Agreement*
- [Community Housing Allocations Policy](#)
- *Community Housing Providers (National Law) (South Australia) Act 2013*
- *National Regulatory System Community Housing - Regulatory Framework*
- *Residential Tenancies Act 1995 (SA)*

8.2 Supporting Documents

- [Community Housing Allocations Guideline.](#)
- *A2P Eligibility Policy*

8.3 Related Documents and Resources

N/A

9 Policy Approval

Content Author:	Delegated Authority: CEO
Date: March 2021	Date approval given: 30/03/2021
Name: Rebecca Chapman Position: Policy Adviser	Name: Trent Lines Position: CEO

10 Revision History

Date	Version	Author / Amended By	Comments / Review History
September 2016	1	Lyndi Gepp	Original Draft G307 Allocations Policy
November 2018	2	Rebecca Chapman	Changes made drawing from the Renewal SA Community Housing Core Operating Tenant Allocations & Tenure Policy template, inclusion of new content regarding procedure and



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			occupancy, kept minimal G307 Allocations Policy content.
July 2020	3	Rebecca Chapman	Content in section 5.2.3 relating to wide-spread crisis event included as per Board approval (22 July 2020)
March 2021	4	Rebecca Chapman	Review –simplify SAHA content and link to the original policy. SAHA policy has changed name to Allocations Policy and content changes to align with the implementation of the of the Single Housing Register in March 2021 . Review of A2P specific content with Trent Lines & Matt Johnson