

## Tenancy Eligibility & Allocation

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### 1.0 Policy

Uniting Housing Australia is committed to providing affordable rental housing to those most in need while maintaining financial viability of the organisation.

Uniting Housing Australia is committed to compliance with DHHS Guidelines for Registered Housing Agencies, Victorian Housing Register Policy Framework and to the Victorian Housing Registrar's Performance Standards.

Uniting Housing Australia (UH) will allocate tenants and set rent for its properties using a fair and transparent process. These processes will be documented and will be available to all stakeholders of UH properties.

### 2.0 Overview

UH participates in the Victorian Housing Register (VHR) and is approved as a Participating Registered Agency.

The VHR is a common register for all applicants for public and community housing in Victoria.

This procedure has been developed to detail eligibility and allocations of tenancies in UH's long term properties.

All UH tenancies will be filled with applicants from the VHR and a minimum of 75% will be from Priority Access.

### 3.0 Scope

This procedure applies to all workers (employees, volunteers and contractors) of Uniting Housing Australia.

This procedure applies to all UH long term properties which include but are not limited to:

- General Lease properties
- Rooming Houses
- UH owned properties
- Properties with a DHHS registered interest
- NRAS properties

This procedure does not apply to Transitional Housing Management (THM) properties.

### 4.0 Definitions

### 5.0 Procedure

#### 5.1 Tenant Eligibility

- a) DHHS has established common eligibility for the VHR that are set out in the [VHR Eligibility Criteria Operational Guidelines](#). The VHR eligibility criteria apply to all UH properties.
- b) All applicants with a current VHR application are taken by UH to have established that they meet the eligibility criteria.
- c) Applicants without a current VHR application can provide evidence to UH that establishes that they meet the VHR eligibility criteria. UH will assist such applicants to lodge a VHR application or refer them to a support service to lodge an application.
- d) There are two VHR application types:
  1. Priority Access, for those most in need:
    - Special Housing Needs (inappropriate, insecure, unsafe)
    - Emergency Management housing
    - Priority Transfers

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- Supported Housing
  - Homeless with Support
  - Aged (55 years and over)
  - Temporary Absence
2. Register of Interest, for people to register their interest in seeking social housing.
- e) General eligibility criteria for Priority Access: (link in 6.0 References)
- Australian citizen or resident residing in Victoria with proof of ID
  - 2018 Income limit of \$555 for single person, \$959 for a couple and \$995 for a Family
  - 2018 Asset limit of \$5,379.
- f) General eligibility criteria for Register of Interest: (link in 6.0 References)
- Australian citizen or resident residing in Victoria with proof of ID
  - 2018 Income limit of \$992 for single person, \$1518 for a couple and \$2047 for a Family
  - 2018 Asset limit of \$32,276

### 5.2 Tenant Allocations – General Principles

- a) All UH tenancies will be filled with applicants from the VHR and a minimum of 75% will be from Priority Access.
- b) UH will seek VHR applicants from local IAP services, Support workers, Uniting Programs, other local community service agencies and directly from the VHR to assess for a tenancy.
- g) If there are no suitable VHR applicants UH will seek applicants from elsewhere and assist the applicant to lodge a VHR application or refer them to a support service to lodge an application.
- c) UH will treat all applicants fairly and will not unlawfully discriminate against any applicant.
- d) UH will assess all applicants before making an offer of housing. If the applicant is unsuccessful on this occasion UH will inform the applicant and the applicant will remain on the VHR.
- e) UH will allocate the successful applicant to a UH property on the VHR and complete the necessary UH signup process.
- f) Tenants will be allocated to properties that are
  - the right size for the household
  - in an area consistent with the tenants needs
  - makes the best use of UH's housing stock
  - encourages long term sustainability
  - meets any particular expressed needs of the tenant so far as they are known

### 5.3 Allocations - Rooming Houses

- a) Rooming House tenancies will be filled with applicants from the VHR and a minimum of 75% will be from Priority Access.
- b) Lyons Terrace rooming house is accommodation for single males only.
- c) Victoria House is accommodation for single males and females.
- d) Rooming house tenants have House Rules to abide by and cannot have pets or overnight guests.

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### 5.4 Allocations – General Lease

- a) General Lease tenancies will be filled with applicants from the VHR and a minimum of 75% will be from Priority Access.
- b) General Lease tenancies in Ballarat and Bacchus Marsh are for households that include one member with a disability and are in receipt of Disability Support Pension or Carer Allowance.

### 5.5 Allocations – RHAF

- a) Geelong RHAF tenancies will be filled with only VHR applicants in the Priority Access – Homeless with Support category.
- b) Werribee RHAF tenancies will be filled with only VHR applicants in the Priority Access – Homeless with Support category and be a young single mother or a young single expecting mother.
- c) Ararat RHAF tenancies will be filled with only VHR applicants in the Priority Access – Homeless with Support category. Preference will be given to applicants recently released from Prison.

### 5.6 Allocations – Karrung

- a) Karrung is managed under a Service Agreement with DHHS as a Youth Foyer. Allocations criteria is set out in the Service Agreement and is additional and after compliance with this procedure. Karrung Operational Manual details their processes and is available on request from Karrung Management.

### 5.7 Allocations - NRAS properties

- a) NRAS tenancies will be filled with applicants from the VHR and a minimum of 75% will be from Priority Access.
- b) Weabra Court, Delacombe tenancies will be filled with only applicants on the Newstart Benefit.
- c) Queen St, Ararat tenancy will be filled with applicants with a family.

## 6.0 References/ Related Documents

[VHR Eligibility Criteria Operational Guidelines](#)  
[VHR Policy Framework and Operational Guidelines](#)  
[Income and Asset Limits](#)

TH 006 Rent Setting

MT 009 Managing Client Complaints

MT 005 Privacy & Data Protection