

Document Name	Housing Allocation Policy
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Housing Allocation Policy

Context

This policy outlines the approach of Salvation Army Housing, Salvation Army Housing (Victoria) and Salvos Housing (together “SAH”) to the allocation of applicants into their Housing programs.

Policy Statement

Guiding Principles

All states will allocate into their housing programs in a manner which:

- is fair, transparent and equitable
- relieves households from housing stress;
- is in accordance with its contractual, legal and regulatory obligations; and
- supports the financial viability of SAH’s housing programs.

SAH is committed to promoting a successful and sustainable tenancy when matching applicants to its properties. This means that SAH will allocate housing in a way that:

- gives appropriate priority to households in need of housing assistance;
- considers the health, safety and support needs of applicants;
- matches individual housing needs with available properties;
- supports sustainable and harmonious communities; and
- works towards always maintaining 100% occupancy across all programs.

SAH operates a number of different long term, transitional and crisis housing programs. SAH must comply with the allocation framework and designated uses specified for each particular program.

As such, where a program identifies:

- eligibility criteria (refer to Housing Eligibility Policy)
- source of applicants
- approach to allocation

SAH will ensure these requirements are complied with.

Allocations will be determined from information on the application form, supporting documentation and may include an interview process.

Source of applicants

Applicants must generally be sourced from relevant State Housing Registers (as described in the Housing Eligibility Policy). Specific priority allocations must also be complied with and length of time on the list will be considered.

Sources of applications outside a Housing Register include:

- referrals from support providers with nomination rights to particular properties;
- real estate listings;
- Initial Assessment and Planning (IAP) agencies;
- self-referred clients.

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Approach to allocation

In allocating housing, SAH will comply with specific program requirements and in doing so will endeavour to:

1. Match households to the right house so that an allocation
 - is the right size for the applicant's household;
 - is in an area consistent with the applicant's needs;
 - assists the applicant to access employment or any support services that they need;
 - makes the best use of housing stock owned or managed by SAH;
 - encourages a sustainable tenancy; and
 - meets any particular expressed needs of the applicant so far as they are known, such as modifications for people with a physical disability or mobility impairment, availability of car parking or room for carers.

2. Support sustainable and harmonious communities. SAH may to the extent necessary, adopt different strategies in allocation in response to
 - a high concentration of public and community housing stock in a particular area;
 - a high concentration of tenants with multiple health, social or economic issues in a particular area or building;
 - existing tenancy management issues (or a potential for them to develop);
 - existing neighbourhood tensions or disputes which may be exacerbated if allocations are not sensitively handled; and
 - a mismatch of supply and demand making the property hard to let

Allocating housing to former tenants

SAH welcomes previous tenants to re-apply for housing subject to usual eligibility requirements.

Scope

This policy applies in respect of all properties owned or managed by SAH under all programs except affordable housing programs.

Definitions

n/a

Related legislation, policies and or procedures

- Allocations Procedure
- Housing Eligibility Policy
- VHR Operational Guidelines
- State funding agreements
- Agreements with support service providers
- Affordable Housing Allocation Policy