

# Allocations Policy

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<b>Location</b>	Operations NSW/ACT
<b>Policy Type</b>	Social Housing Policy
<b>Version</b>	3.3
<b>Issue Date</b>	28 November 2023
<b>National Regulatory Code</b>	Performance Outcome 1 - Tenant and Housing Services

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## 1. Objective

- 1.1 This policy outlines the guidelines for Argyle Housing's Eventide Homes 1.1. The Allocations Policy outlines how Argyle Housing will make allocations for general housing, long term supported housing, and transitional housing.
- 1.2 For Affordable Housing allocations please refer to Affordable Housing Policy.

## 2. Background and Scope

- 2.1 Argyle Housing promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to Clients in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 2.2 Argyle Housing supports and encourages a person-centred and culturally sensitive approach to service delivery.
- 2.3 Argyle Housing promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.
- 2.4 This policy is intended to-:
  - Ensure equitable access to all eligible people seeking social and transitional housing.
  - Maintain a fair, needs - based allocations process and non-judgmental attitude to all applicants.
  - Ensure applicants are not discriminated against based on the grounds of ethnicity, gender, marital status, criminal history, physical and/or intellectual disability or sexual preference as outlined in relevant Anti-Discrimination, Human Rights and Equal Access Legislation requirements.
  - Provide an open and transparent allocations process.
  - Meet funding body and regulatory requirements for the allocation of Community Housing.
  - Provide Clients with coordinated access to social housing products.
  - Generate stable communities.

### 3. Policy Definitions

<b>Nomination Rights</b>	The right of a referral agency to recommend applicants for housing provided by Argyle Housing.
<b>Transitional Housing</b>	Interim accommodation, generally from three 3-18 months, for people that are experiencing homelessness or people who are at risk of homelessness.

### 4. Policy Details

#### Housing Allocations Strategy

Generally, Argyle Housing will prioritise offers in the following order:

**4.1 Management transfers** – this is where Argyle Housing needs to transfer a current Client for management purposes. This might be for the following circumstances:

- To meet the needs of an applicant who is at serious risk or in imminent danger. The applicant’s circumstances must be substantiated and fully documented. Examples of possible situations are:
  - An applicant’s life is at risk if an alternative property is not provided immediately, or
  - An applicant with a priority need is experiencing homelessness has become homeless and temporary accommodation or a refuge is unavailable or unsuitable for their needs.
- Where a major refurbishment is due.
- A Notice of Termination is received on Leasehold property.
- Family break- down causing one party to experience homelessness become homeless. The applicant’s circumstances must be substantiated, and fully documented. The Client being moved must meet all Social Housing eligibility.

**NOTE:** Management Transfers will not be approved in circumstances where there is a history of serious poor property care, current arrears or non-rent debt owed to Argyle Housing.

**4.2 To meet contractual obligations or service agreements with other parties - including long term supported housing and transitional housing.**

Argyle Housing manages some properties, which are designated for target groups, and these properties may be accompanied by contractual obligations, support agreements and specialised case management services.

- In the case of long-term supported housing, applicants are nominated by partner support agencies, who hold nomination rights. These applicants are linked with support services and are registered on the NSW Housing Register (unless the program specifically exempts applicants from meeting Housing Pathways eligibility).

- In the case of transitional housing, applicants are nominated by partner support agencies, who have nomination rights. These applicants are linked with support services and agree to register on the NSW Housing Register at the time of being allocated a transitional property within three 3 months of being housed.
- Properties with a designated purpose are in place to ensure that Clients living in these properties receive formal support from a partner support agency (or agencies) to maintain sustainability of the tenancy.
- Properties with a designated purpose will only be allocated to applicants that meet the program guidelines service agreements. Such properties may include a separate eligibility and allocation policy, for example, Ainslie Village.

### 4.3 Manual Allocation

- Manual Allocation where it has been recognised and substantiated as an extreme urgent need and approved by the Housing Access Team Lead. Manual allocations are a non-standard manual selection for a vacant property where a Client has an urgent/specific need such as –
- For an urgent transfer approved for escalation.
- For an applicant with specific requirements e.g., specific location or property modifications.
- A Client Support Specialist must approve the making of a non-standard selection.
- A manual allocation form is to be completed by the relevant Client Support Specialist and approved by a Housing Access Team Leader.
- Supporting documents must also be provided to substantiate the reasons for manual allocation.

### 4.4 Other

- Clients approved for Management Transfer and no suitable available Argyle Housing property is available. The Management Transfer will be approved for Priority Transfer “at Risk”. All necessary additional forms must be submitted and Client eligible for Social Housing.
- Transfer applicants that have been priority approved.
- Applicants that are priority approved; and
- General wait and transfer applicant.

### 4.5 Applicants with a Previous / Current Argyle Tenancy Debt

- No applicant will be offered an Argyle Housing Tenancy if they have a current or previous debt with Argyle Housing.
- Applicants that owe a debt to Argyle Housing must acknowledge and pay the debt off in full before an allocation will be made.

**NOTE:** Applicants/former Clients that have been assessed under the categorisation policies (see End of Tenancy Policy) or deemed as not to be rehoused by the CEO will not be made any offer of housing with Argyle Housing.

## 5. Local Allocation Strategies

Argyle Housing may determine a local strategy for allocations in a particular area or estate. These strategies may be implemented for vacancies when:

- There is a high concentration of community and / or public housing stock.
- There is a high concentration of Clients with multiple health, social or economic issues.
- There are existing tenancy management issues or there is a potential for them to develop.
- There are existing issues which will be exacerbated if allocations are not sensitively handled.

## 6. Offers Of Housing

- 6.1** When a vacant property is referred to the Housing Access Team, they will allocate a suitable applicant to the vacancy within four (4) business days.
- 6.2** Applicants for housing, including transfer applicants, will be offered a maximum of two reasonable offers of accommodation. The decision regarding allocation of general properties is the responsibility of the Housing Access Lead and is based on information provided by the applicant/Client. If there is evidence of false or misleading information provided by the applicant, Argyle Housing will withdraw the offer of housing.
- 6.3** In allocating properties, Argyle Housing will consider the information the applicant has provided with their application and the property elements to ensure that the match is appropriate. Through this process, Argyle Housing will work closely with the applicant to ensure that:
- The property being offered reflects the applicant's assessed requirements.
  - The property location matches the applicant's needs.
  - The neighbourhood and the new Client are deemed to be compatible.
  - Any reasons not to allocate a property to a particular individual will be documented and thoroughly reviewed by the Housing Access Lead before a final decision is made.
  - In order to determine the following elements: standard bedroom entitlements, the needs of applicants with special needs, and the criteria for accommodating children, Argyle Housing will use the definitions outlined in the DCJ, Housing Social Housing Eligibility and Allocations Policy: [http://www.housingpathways.nsw.gov.au/additional - information/policies/social-housing-eligibility-and-allocations-policy-supplement](http://www.housingpathways.nsw.gov.au/additional-information/policies/social-housing-eligibility-and-allocations-policy-supplement)
- 6.4** Once the property for offer has been viewed by the nominated applicant, they have 24 hours to accept or decline the offer. If declined, they have a further 28 days to submit their reasons for rejection in writing. Their application will be suspended during this time. If no response is received for this offer within 24 hours, the offer will be treated as a decline and noted on the Social Housing Register.
- 6.5** Any subsequent offer of a vacancy will be made within two business days of the Housing Access Team being notified that an offer has been declined on a returned Offer Response form.
- 6.6** Argyle Housing will work in accordance with State and Territory Government Legislation and program guidelines to determine the response to allocations and property rejections. This may vary across each jurisdiction.
- 6.7** Argyle Housing will support an applicant's right to appeal based on any decision made regarding property allocations.
- 6.8** PETS – please refer to the Argyle Housing, Animals in an Argyle Housing Property Policy Document.

If a vacant property is allowing pets and the applicant has pets, they must be given the Application for Pets form to complete and submit at time of viewing the property.

Approval will only be granted if the animal is suitable for the property and the Client agrees in writing to pay for a professional carpet cleaner to steam clean the carpets as requested at any time during the tenancy and at the end of the tenancy. This condition applies to any approval for a dog or cat whether they are to live inside or outside the dwelling. The applicant is to be notified prior to signing the lease and given the choice to go ahead with the sign-up, without the pet or have the offer withdrawn at no penalty.

## 7. Appeals

If an applicant or Client believes Argyle Housing has made a wrong decision, they can ask for a formal review of the decision. To do this, they can complete an Appeals Form stating why they disagree with the decision. An appeal can be lodged by completing the 'I Want to Appeal Form' found on the Argyle Housing website [www.argylehousing.com.au](http://www.argylehousing.com.au) or available from any Argyle Housing office. The form, or a letter, can be emailed, posted, or delivered in person to any Argyle Housing office or submitted online via the Argyle Housing website.

If the appellant remains unsatisfied with the outcome of the first appeal, they can appeal to the Housing Appeals Committee (HAC) which is an independent appeals body specifically set up to consider appeals made by social housing tenants in NSW. An appellant can access HAC by calling free call 1800 629 794 or can get more information from their Client Support Specialist.

Matters that the NSW Civil and Administrative Tribunal (NCAT) or the ACT Civil and Administrative Tribunal (ACAT) can resolve are not able to be appealed. For example, if Argyle Housing issues a Notice of Termination for breaches of the tenancy agreement.

See Argyle Housing's Appeal Policy for further information.

## 8. Related Policies and Documents

- 8.1 Delegation of Authority Schedule
- 8.2 Eligibility and Applying for Housing Policy
- 8.3 Affordable Housing Policy
- 8.4 Ainslie Village Allocations Policy
- 8.5 Argyle Housing Definitions Policy
- 8.6 National Community Housing Standards Reference – 1.1 Allocation of housing
- 8.7 Animals in an Argyle Housing Property

## Version Control

Version	Review Date	Author	Positions	Next Review Date
1.0	10/03/2014	D. Skelton	GM BD&R	09/03/2015
1.1	26/06/2014 25/06/2015	M.Ward	Operations Manager NSW	25/06/2015
1.2	01/05/2016	M.Ward	GM Operations	01/05/2017
2.0	29/08/2017	M.Reader	GM Operations	28/08/2018
3.0	22/01/2019	C.Doherty	Housing Services Manager	22/01/2020
3.1	22/01/2020	C.Doherty	Housing Services Manager	13/01/2023
3.2	24/9/2021	C.Doherty	Housing Services Manager	24/9/2023
3.3	28/11/2023	C.Tizzoni	Client Services Manager	28/11/2025