

Applications (Nominations) Policy

Location	Operations NSW/ACT
Policy Type	Social Housing Policy
Version	4.2
Issue Date	July 2022
National Regulatory Code	Performance Outcome 1- Tenant and housing services

1. OBJECTIVE

- 1.1. This policy outlines the application policy for referrals and nominations from other agencies for long term social housing managed by Argyle Housing.

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-centered 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. Argyle Housing has close links with agencies that provide support, temporary accommodation, and other services to specific groups or individuals within the specified eligibility criteria for housing.

3. DEFINITIONS

Support Agreement	Is an agreement between Argyle Housing and another organization, to provide specific services to an individual client or at a specific Argyle Housing property.
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4. POLICY DETAIL

- 4.1. Along with direct applications, we consider applications for housing via:
 - Nomination - other organisations are invited to 'nominate' clients based on agreed criteria, to improve access for specific groups.
- 4.2. Applicants with specific support needs are integrated into our application process wherever possible. We are careful to maximise community access and information about housing options at all appropriate entry points.
- 4.3. Nominations are accepted for properties Argyle Housing manages from NSW and ACT Housing and organisations with which we have a current nominations agreement.



Under a nomination agreement, a vacancy in a particular property, or properties, will first be offered to the specified organisation for the nomination of a suitable client. The person nominated must be a current applicant on the appropriate housing register.

- 4.4. Where organisations are unable to provide a nomination to a vacant property action to fill this vacancy will be taken in accordance with the service agreement.

The person selected will be allocated the vacancy provided they are eligible, they meet the agreed criteria for this project, and we are satisfied that the allocation is consistent with our allocation criteria. Former clients with a rent or non-rent debt will be assessed on a case-by-case basis.

Nominations and Argyle Housing Application Policy

- 4.5. Other than ACT Housing, any organisation that may have nomination rights over a property must ensure that the proposed applicant meets our organisational eligibility criteria.
- 4.6. Any property with nomination rights MUST be subject to an approved agreement to ensure the property is only used for its contracted/funded purpose.
- 4.7. Argyle Housing retains the right to refuse any Nomination on the grounds of ineligibility, inappropriateness of property, or outstanding debts to the organisation.
- 4.8. An agreement, either management and /or support, will be signed by both the Agency and Argyle Housing for the nominated tenancy.

5. APPEALS

If a 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 or available from any Argyle 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 Tenancy Officer.

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 issues a Notice of Termination for breaches of the tenancy agreement.

See Argyle's Appeal Policy for further information.

6. RELATED POLICIES AND DOCUMENTS

- 6.1. Delegation of Authority Schedule
6.2. Argyle Policy Definitions Policy



- 6.3. Argyle Housing Procedures
- 6.4. Argyle Appeal Policy
- 6.5. Modifications Policy
- 6.6. Your Rights at Argyle Policy
- 6.7. NSW Housing Pathways Transfer Policy
- 6.8. Property-specific Complaints Policies Procedures and Tools National Community Housing
Housing Standard Reference - 1.3 Changing Needs of Tenants

Version Control

Version No.	Review Date	Author	Position	Next Review Date
1.0	27/01/2014	D Skelton	GM BD&R	26/01/2015
2.0	20/05/2015	M. Ward	Operations Manager NSW	19/05/2016
2.1	01/05/2016	M. Ward	Operations Manager NSW	01/05/2017
4.0	18/12/2017	M Reader	GM Operations	01/11/2018
4.1	14/04/2020	C. Doherty	Housing Services Manager	14/04/2022
4.2	18/07/2022	M. Ostojic	GM Operations	18/07/2024

