

Allocations Policy - Policy Number 104

Edited August 2023

1. Purpose

This policy outlines how Pacific Community Housing will make allocations for affordable community housing.

2. Scope

This policy applies to all Pacific Community Housing assets and the people applying for an affordable dwelling managed and leased by Pacific Community Housing.

3. Principles

Pacific Community Housing is committed to providing excellent services in supplying affordable housing to people who earn low to moderate incomes. Pacific Community Housing will therefore work diligently to treat every person with the dignity and respect they deserve as a human being. This policy therefore is intended to:

- Ensure all eligible people seeking affordable housing have equal access to such properties.
- Maintain a fair, just and respectful needs-based allocation process.
- Ensure applicants are not discriminated against based on their age, disability, race, colour, national or ethnic origin or immigrant status, sex, pregnancy, marital or relationship status, sexual orientation, gender identity or intersex status as outlined in the relevant anti-discrimination laws of Australia.
- Provide an open and transparent application process.

4. Allocations Process

Generally, these are the steps Pacific Community Housing will take to select new tenants for vacant properties. These steps are the same steps for every home offered to ensure a fair and just process. They include:

Making an Application

- Potential tenants will need to first contact Pacific Community Housing to make an initial enquiry.
- A Pacific Community Housing team member will answer any questions potential tenants may have.
- If a potential tenant sounds like they may be eligible for affordable housing Pacific Community Housing will provide an 'Application Form', which can be found on the pch.com.au website.
- Potential tenants will then return the completed form with any supporting documentation that may help their application be successful.

Initial Assessment of Eligibility

- Once an application has been received it will be dated and the eligibility assessment begins.
- All applications will be assessed according to the eligibility criteria set forward in the 'Affordable Housing Eligibility' policy and relevant ministerial guidelines.
- Should the applicant meet the eligibility guidelines their application will be stamped 'eligible' and may be contacted for an interview to finalise the eligibility assessment.
- Pacific Community Housing will advise the applicant if their application has been successful and inform them that, though eligible, it does not guarantee being offered an affordable housing property managed and leased by Pacific Community Housing.

Waiting List



- If there are no Pacific Community Housing properties vacant, they will go on a waiting list.
- Applicants should be advised they can apply for affordable housing through other providers listed with the Department of Social Services.
- Applicants have the responsibility to keep Pacific Community Housing up to date with any changes to their contact details or circumstances that might no longer make them eligible.
- Pacific Community Housing may in future contact eligible applicants on their wait list should an appropriate housing option become available.

Matching Applicants to Properties

In order to match applicants with the most appropriate property Pacific Community Housing will consider:

- The unique circumstances and needs of each individual household.
- Whether the prospective tenant is in housing stress.
- How much rent the applicant can reasonably pay in order to afford other necessities.
- Which property types are vacant (such as ground floor property, level access property, properties with yards, studio and high-rise properties, special modifications, maximum number of stairs etc.)
- Location of property to applicant's workplace and/or important relatives.
- Whether the applicant is considered a 'key workers' who are permanently employed within the local government area. These include people working in health services, childcare, education, emergency services, public transport, etc.
- Number of bedrooms according to family size (taking into account future accommodation needs).
- Background checks and previous rental history.

Pacific Community Housing will work closely with all eligible applicants to ensure that:

- the property being offered reflects the needs of the applicant's household.
- the location matches the applicant's needs.
- the neighbourhood and the new tenant are compatible.
- the rental value will not place the new tenant under any unreasonable financial stress.

Housing Offers

Once a suitable property match for an applicant is found the following will happen:

- Pacific Community Housing will contact the applicant and make arrangements for them to view the property as soon as possible.
- If the applicant cannot be contacted or fails to respond within 3 working days, the offer will be withdrawn, and the next suitable applicant will be offered the property.
- Pacific Community Housing will provide the applicant with a Lease Agreement Form.
- Once the property has been viewed by the applicant, they will have 24 hours to accept or decline the offer. If no response is received within the 24-hour timeframe the offer will be withdrawn and it will be permanently marked on their record for any future applications.
- If declined the applicant has 28 days to submit in writing the reasons for their rejection.
- Pacific Community Housing supports the rights for applicants to appeal any decision. Should Pacific Community Housing deem the reasons for their rejections as reasonable they will try to find an alternative suitable property.
- Applicants who continually reject suitable properties offered will no longer be eligible to apply for affordable housing through Pacific Community Housing and will permanently be placed on an ineligibility list. They may however apply through another affordable housing provider.

5. Legislative Framework and Related Policies

- Affordable Housing Eligibility – Policy 101
- Range of Affordable Housing Services – Policy 100
- Determining rents for affordable housing – Policy 102
- Leasing Agreement - Form
- National Rental Affordability Scheme Act 2008
- Income Tax Assessment Act 1997
- State Environmental Planning Policy (Housing) 2021
- Residential Tenancies Act 2010
- [Community Housing Providers \(Adoption of National Law\) Act 2012](#)
- NSW Affordable Housing Ministerial Guidelines 2023 - 2024
<https://www.facs.nsw.gov.au/download?file=843446>