

## Tenant Selection - Policy

*Foundation Housing Limited will select tenants openly and fairly, basing the selection on an assessment process which considers individual housing needs and meets the stated aims of the organisation*

### Allocation of Housing - Policy

*Foundation Housing considers that appropriate housing includes:*

- *The acquisition, construction and provision of low cost and affordable housing stock for people in poverty, with low income, who are homeless, socially marginalised, inadequately housed or otherwise disadvantaged.*
- *Available housing will be allocated on the following basis:*
- *Applicants position on waiting list*
- *Appropriateness of the available accommodation according to household size and location disability needs and access to support services*
- *Degree of housing need*
- *Health status*
- *Specific Project/Program requirements in terms of target group*

### Allocation of Housing – Procedure

#### Short Listing of Applications

- For each vacancy, the Housing Coordinator will short-list three (3) potential tenants from the waiting list.
- The three applicants to be short-listed will be those that have the earliest date of application and have specified housing preferences that match the general characteristics of the vacancy.
- The eligibility of each applicant will be re-assessed at this time.

#### Short Listed Applicants Interview

- The applicant at the top of the short-listed applicants will be interviewed by the Housing Coordinator in accordance with the agreed interview procedure.
- The interview will be documented by the Housing Coordinator.
- Where an applicant has been short-listed for another property within the past three (3) months, the assessing officer has the discretion to determine that sufficient details have already been provided.
- Notwithstanding this, the assessing officer may seek a further interview.
- The other two applicants will be informed that they are near the top of the waiting list and are being contacted to ascertain their current housing situation and income details. This alleviates the expectation being housed.

## Notifying the Successful Applicant

Foundation Housing considers that appropriate housing includes the need to ensure that, to the best of its ability; accommodation offered not only suits the client's immediate needs, but is also likely to continue to be suitable in the longer term.

In considering the appropriateness of each offer, FHL will ensure that:

- the size of the property, including the number of sleeping units, is suitable for the current and longer term needs of the tenant
- the property is located within affordable access to services, including support, required by the tenant
- there are no barriers for the tenant in enjoying access to all areas of the property, including access for people with physical disabilities
- there are no circumstances to indicate that the property will become underutilised by the household in the short-term
- the general environment of the property does not pose a risk to the tenant and will not undermine the potential for successful tenancy outcomes.
- These risks include:
  - there are known behaviour problems of neighbours which FHL is unable to develop successful management strategies in order to resolve the risk;
  - the property is adjacent to busy roads and there are young children in the tenant's household; and
  - the property may not be physically safe for the tenant.

## Advice of Housing Offers

Wherever possible, an offer of housing should be made directly by telephone to the applicant. Such offers will be confirmed in writing to the applicant immediately using the Advice of Housing Offer letter

The applicant will be given a reasonable time to view the property, negotiate with Foundation concerning required repairs or other matters and to make a decision concerning acceptance of the offer of housing.

The Advice of Housing Offer letter will include:

- A timeframe for responding to the letter
- The location of the property
- Description of the property (e.g. single brick house)
- The type of tenancy being offered
- Details of how rent and bond will be calculated
- Tenancy conditions
- Grounds for withdrawal of offer
- Arrangements for a Tenancy Interview, what will happen at the interview and how long it will take

### **When an offer of Accommodation is refused**

If the prospective tenant refuses the tenancy, their name will remain on the Waiting List and, when suitable accommodation next becomes available, they will not be discriminated against because of their refusal.

### **When an offer may be withdrawn**

An offer of accommodation with Foundation Housing may be withdrawn if any of the following apply:

- The prospective tenant is no longer eligible for Foundation Housing
- The household of the prospective tenant has changed so that the accommodation is no longer suitable (due to over or under occupancy);
- If the applicant has supplied false or misleading information
- The applicant has failed to respond to the Advice of Housing Offer letter within the identified time-frame

### **Complaint procedure if an offer is withdrawn**

If a prospective tenant wishes to make a complaint about the withdrawal of an accommodation offer, they will be provided with a copy of Foundation Housing Limited policy 'Grievances & Appeals for Tenants'.

A record of the complaint and action taken will be kept in the Complaints Register.

### **Housing Allocation Report**

The Housing Officer will prepare a brief report on the allocation of each property. The report will include:

- Names of potential tenants being considered
- Any declaration of conflict of interest and the action taken
- The successful applicant.
- Any conditions attached to the offer of accommodation
- An alternative applicant should the first person selected not take up the offer.