

Waitlist Management

Informing Potential Tenants - Policy

To be eligible for housing with Foundation Housing Limited a person must meet Department of Housing and Works eligibility criteria.

Foundation Housing Limited promotes its services to target groups in the community by publishing and distributing information packages to individuals and other organisations.

The Information for Applicants leaflet informs clients of:

- *The role of Foundation Housing Limited*
- *The role of Key Providers*
- *How applications are processed*
- *The area Foundation Housing services*
- *How rents are calculated*
- *Who is eligible for housing*
- *How tenants are selected*
- *Where to send applications*
- *How to make a complaint about the service*

Housing Application Form - Policy

All potential applicants are to be forwarded a Housing Application Form within 48 hours of their request.

Foundation Housing uses an application form to determine eligibility. The form collects information about:

- *Employment status*
- *Income and assets of each household member over the age of sixteen (16)*
- *Current housing situation*
- *Household composition, including age and gender*
- *Languages spoken*
- *Special needs, support needs and requirements*
- *Medical needs*
- *Preferences or need for location and/or type of premises*
- *Contact details including support workers or alternative where appropriate*
- *Declaration of any possible conflict of interest relationships*
- *The possible need for housing modifications*
- *Pets*
- *An agreement to waiver confidentiality of information as needed to assess client eligibility and degree of housing need.*

Conflict of interest refers to relationships with staff or board members of the organisation.

Applicants are provided with assistance to complete the form if required.

Processing Housing Applications - Procedure

- Upon receipt of the Housing Application Form the following procedure is to be followed:
- Housing Application to be forwarded to the Housing Officer who will check and undertake the following:
 - Receipt of all relevant documentation (identification and income statements for all prospective residents)
 - Confirmation of eligibility
 - Sign and date the Housing Application Form
- The Housing Officer will enter details onto the database in order of date received thus effectively forming a waiting list.

Unsuccessful Applications - Procedure

- The Housing Officer send an Unsuccessful Application letter to applicants who are not eligible to be registered on the Wait List explaining:
 - Why they have not been registered
 - Offering an interview to discuss their application

Successful Applications - Procedure

- The applicant is sent an Confirmation of Wait List letter informing them of:
 - Their file reference number
 - Date of registration
 - The probable waiting time for housing
 - The impact that any change in circumstances may have on their eligibility
 - The frequency and manner of Wait List reviews
 - The need to keep in contact with Foundation Housing Limited, especially when changing address

Review of Waiting List - Policy

The Waiting List is to be reviewed on an Annual Basis.

Review of Waiting List - Procedure

The Housing Officers carry out annual reviews of the waiting list in line with the following processes:

- All prospective tenants on the waiting list are to be sent an Updating the Waiting List letter together with a Reply Paid envelope. This ensures that current contact details and/or any changes to the prospective tenants' circumstances are noted.
- All prospective tenants are to be given 30 days to respond to the request for information
- Should the request for information letter not be returned within the required timeframe the Housing Application Form is to be transferred into a Waiting List Pending file
- Should a further 30 days transpire without any response from the prospective tenant the Housing Application Form is to be transferred into a Waiting List Deleted file and the database updated accordingly.

Deletion from Waiting List - Procedure

A person's Housing Application Form may be removed from the Wait List File if:

- The applicant is housed by Foundation Housing Association
- The applicant no longer meets the selection criteria
- The applicant can no longer be contacted
- The applicant advises that they no longer need housing, or they request the removal of their details from the Wait List

When a person's Housing Application Form is removed from the Wait List, the Housing Officer will write a letter to inform the person that they are no longer being considered for housing by Foundation Housing and the reasons for this decision.

Should the prospective tenant disagree or have grievance with the removal of their application from the Waiting List the procedure for Grievances and Appeals should be followed (refer Section 5)

Reinstatement to Waiting List - Procedure

A person may have their Housing Application reinstated in the Wait List file under the following circumstances:

- When a person reapplies after having their name removed due to loss of contact, their time on the Wait List will be calculated from the date of their original registration
- If a person's application is removed because they no longer meet eligibility criteria, it may be reinstated to its original position if within a six month period they again become eligible.
- If an applicant requests that their name be removed from the Wait List they have six months to reapply, during which period they may be reinstated at their original position. This request has to be put in writing.

Applicants requesting reinstatement on the Wait List will be sent an [Confirmation of Wait List](#) letter.