



# Connect Victoria Park Community Housing Eligibility and Allocation Policy

CVP Policies	Eligibility and Allocation	Effective date:	25/02/2025
Approved By	CEO	Review date:	24/02/2025
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## Purpose

This policy details the eligibility criteria for community housing at Connect Victoria Park Inc (Connect), along with how Connect allocates its properties, including transfers between units by existing tenants. It outlines how Connect meets its contractual and legal requirements.

## Scope

This policy applies to all applicants for Community Housing at Connect Victoria Park Inc and their current tenants.

## Definitions

**Community Housing** describes rental housing that is affordable for people and households on low (Social Housing) to moderate (Affordable Housing) incomes. Usually owned and/or managed by not-for-profit providers like Connect, Community Housing is different to Public Housing, which is managed by government.

**Applicant** means a person applying for accommodation in Connect properties.

**Property** means a residential premise managed by Connect.

**Tenant** means a person who has signed a residential tenancy agreement granting them the right to occupy a Connect property.

## Our commitment

Connect will operate the application and allocation processes in a fair, consistent and transparent manner.

Older people on low incomes are our target demographic and will endeavour to match applicants that meet eligibility criteria with properties that are compatible to their needs. We will strive to maintain a diverse and sustainable tenant mix.

## Eligibility

People willing to apply for Connects Community Housing units must meet the following criteria:

- Be 60 years of age or over
- Have assessable income and assets within the limits described in Connects Rent Setting Policy

- Provide 100 points of identification
- Be an Australian citizen or permanent resident, residing and receiving income in Western Australia
- Not own any property or land that could be used as a viable housing option
- Not owe any debt to Connector any previous tenant debt for which repayment has not been arranged
- Not be a former tenant with a history of violence, threatening behaviour or unsatisfactory tenancy standards

All eligible applicants will be placed on Connects wait list.

Connect complies with the Department of Communities' Community Housing Rent Setting Policy and the *Residential Tenancies Act 1987 (WA)*.

New tenants are required to provide information on their income and assets prior to signing a lease so that Connect can ascertain their eligibility for Community Housing. Current tenants are required to provide information on their income and assets on a regular basis to ensure they remain eligible throughout their tenancy.

### **Assessment and Allocation**

Connect maintains its own wait list of people interested in renting one of its Community Housing properties.

Connect also receives referrals from other organisations supporting people over 60 looking for affordable and long-term accommodation.

To enter Connects wait list, interested people must contact the Housing Officer, who will verbally check eligibility and provide an application pack to be completed for a full assessment.

Applicants may be required to provide further information to ensure that Connect and its properties are a good match and suitable for the applicant.

When a vacancy arises within the Community Housing units, Connect will review the wait list and take into consideration applicants':

- Length of time on Connect wait list

- Current accommodation circumstances and level of rental stress
- Connection to the Victoria Park community
- Household size in relation to available housing units
- Mobility in relation to availability of units upstairs or downstairs
- Family or friends housed at Connect at the time of application

When allocating housing, Connect will not discriminate based on ethnicity, cultural background, religion, sexuality, gender identity or disability.

Connect will make allocations according to greatest need, and best fit for the property available, following an applicants' eligibility assessment and reference checks.

Connect will prioritise applications from couples when units with a separate bedroom become available.

Connect will offer applicants the opportunity to view the property in the company of Connect staff before they accept the offer.

Connect will advise applicants of the outcome of allocation decisions in a timely manner, where required.

Connect tenants will enjoy security of tenure in a manner that ensures long-term sustainability and in accordance with the provisions of the *Residential Tenancies Act (RTA) 1987*.

## Offers

Before offering a unit to an applicant, Connect will confirm that the applicant continues to:

- meet eligibility criteria, including income and asset limits
- offer good references and a reasonable tenancy history
- to be able to relocate to the available unit (upstairs or downstairs) within a set time frame outlined by the Connect team

Connect will make a formal offer to successful applicants and include details of rent and bond requirements, as well as a timeframe for acceptance.

Applicants must respond to an offer of housing within the required timeframe, or it will be withdrawn and offered to the next suitable applicant.

Offers of housing may be withdrawn if the applicant provides false or misleading information or fails to respond within the timeframe allocated.

Connect also reserves the right to withdraw or alter an offer for business reasons.

Successfully selected applicants will be offered a Tenancy Agreement for a 12-month fixed-term, covered by the tenancy protections under the RTA. Connect may offer a periodic tenancy following a fixed-term tenancy.

Successfully selected applicants must attend an appointment at Connect to sign the Residential Tenancy Agreement.

Connect will then provide information on the tenants' rights and responsibilities, Village Hub membership, Connects housing policies and complete other paperwork relating to the tenancy.

A bond equivalent to 4 weeks' rent and 2 weeks' rent in advance must be paid in full, either in advance or on the day of the lease signing. Connect will not hand keys over until those payments are received. If the tenant is accessing a bond assistance loan through the Department of Housing, approval documentation must be received and fully completed before a date is set for key handover.

### **Transfer within CVP Inc properties**

Connect will maintain a register of interest from existing tenants seeking to transfer within Connects properties.

Connect retains the right to offer a transfer to existing tenants where the organisation considers it would be beneficial to the tenant or its property and tenancy management.

As vacancies arise, the Housing Officer will assess whether a vacant unit could be made available to an existing tenant or if there is greater need from an applicant on the wait list.

If more than one existing tenant is seeking to transfer within properties, Connect will prioritise those with medical reasons, e.g. first floor to ground floor.

Other considerations include:

- length of time in Connects properties.
- the tenant's reasons for seeking transfer.

Tenants who request and obtain a transfer within Connects properties will meet their own costs of transfer. The transfer must be cost-neutral for CVP Inc.

Tenants who transfer within Connect properties at the request of Connect will not incur any costs.

Tenants transferring to a new unit within Connect will have the terms of their lease reassessed and updated to current guidelines, always in accordance with the provisions of the *Residential Tenancies Act (WA) 1987*.