

## Allocations Policy

Version date: April 2019  
Review date: April 2022  
Policy owner: Director, Housing and Homelessness

### Purpose

To establish an approach to checking eligibility, prioritising referrals, allocating vacant properties, and successfully matching applicants to properties.

### Scope

This policy applies to all Unison long-term tenancies.

### Principles

Unison ensures that its housing is made available to relieve households from housing stress. Accordingly, Unison will:

- Only allocate properties to eligible applicants
- Communicate clearly to applicants and the community as to who is eligible for Unison's properties, and
- Comply with Unison's contractual, legal and regulatory obligations.

Unison will allocate housing to eligible applicants in a manner that is fair, transparent and equitable and supports Unison's financial viability.

Unison is committed to promoting successful and sustainable tenancies when matching applicants to its properties. This means that Unison will allocate housing in a way that:

- Considers the health, safety and support needs of applicants
- Matches individual housing needs with available properties, and
- Supports sustainable and harmonious communities.

Unison undertakes to allocate new tenancies to suitable properties according to household size, composition and medical need. Unison uses the Victorian Housing Register (VHR) guidelines and the Department of Communities and Social Inclusion Guidelines in South Australia to match households with properties. Unison refers to the assessment on the relevant housing application to determine eligibility, suitability and housing needs for new and transferring tenancies.

## Application

### Checking Eligibility

Unison determines eligibility for its properties in accordance with Unison Eligibility Policy.

Unison requires the independent collection of information on each applicant for its regulatory, and funding requirements and its internal use. Providing this information is a requirement for allocation at a Unison property.

### Allocating from the Victorian Housing Register (VHR)

Unison will allocate most of the vacancies for its Targeted Social Housing to Priority Access applicants.

Under the VHR's allocations framework, Unison is required to meet an annual Priority Allocations Target. This requires Unison to allocate 75% of vacancies in Targeted Social Housing to Priority Access applicants in each financial year.

### Nomination Access

Unison has Memoranda of Understanding (MoU) with various Support Agencies which stipulate nominated access to Unison properties. Where a vacancy becomes available for these nominated access properties, Unison will allocate the property through the arrangement stipulated by the MoU. These applicants will have a current VHR Priority application except in some youth specific programs.

### Rooming Houses

Unison allocates rooming house vacancies via partnerships with support agencies.

### Affordable Housing

Unison's Affordable properties will be advertised publicly and open to all who meet the eligibility criteria. Allocation will be based on suitability. Additionally, Unison may search for suitable applicants via the VHR, Register of Interest category.

### South Australia

Unison will allocate its vacancies in South Australia in accordance with the Government of South Australia's income, assets and needs eligibility criteria.

## Matching households to the right house

Unison will match applicants to the properties so that an allocation makes the best use of housing stock owned or managed by Unison and encourages a sustainable tenancy.

Additionally, Unison aims to make sure that properties with specific features that are in high demand and short supply are only allocated to those applicants who need them, including:

- Properties that are suitable for older people
- Properties that have been built or modified to meet the needs of people with a disability;
- Properties on the ground floor,
- Properties with level access; or
- Properties with a yard/garden.

## Supporting sustainable and harmonious communities

Unison may, to the extent necessary, adopt different strategies in allocation in response to:

- A high concentration of public and community housing stock in a particular area;
- A high concentration of tenants with multiple health, social or economic issues in a particular area or building;
- Existing tenancy management issues (or a potential for them to develop);
- Existing neighbourhood tensions or disputes which may be exacerbated if allocations are not sensitively handled; and
- A mismatch of supply and demand making the property hard to let.

## Review of policy

This policy will be reviewed every three years as delegated by the responsible Director