

Policy Manual Policy 3.3

Establishing and Maintaining Tenancies Matching Clients and Properties

Policy Title: Matching Clients and Properties (Allocations)
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Supersedes Number: 3.3.2

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1. Purpose

- 1.1 The purpose of this policy is to ensure that Wentworth understands its clients' housing needs and is able to identify properties within its portfolio that meet these needs. This policy covers applicants for Social housing programs only. For Matching Clients to Properties for Affordable Housing, please see the Affordable Housing Policy.
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2. Policy

- 2.1 Wentworth aims to promote a successful and sustainable tenancy when matching clients to properties. This means matching a client to a property that:
- is large enough for the client's household
 - meets any special needs of the client so far as these are known
 - assists the client to access special support services that they need
 - encourages a sustainable tenancy
 - makes the best use of available housing stock.
- 2.2 Clients eligible for General Social Housing are listed on the NSW Housing Register. Clients approved for the following forms of housing assistance are housed ahead of other clients on the housing register:
- tenancy reinstatement
 - priority Transfer
 - relocation /management transfer
- 2.3 Where a vacancy occurs and there is no suitable client approved for one of the above forms of housing assistance, Wentworth will allocate the property to the next appropriate person on the housing register. Exception to 2.3 is where a Local Allocation Strategy has been implemented refer to 3.3
- 2.4 Wentworth aims to make sure that properties with specific features that are in high demand and short supply are only allocated to those clients who need them. These features include:
- properties that are suitable for older people
 - properties that have been built or modified to meet the needs of people with a disability
 - in some areas, properties on the ground floor, properties with level access or properties with a yard/garden
 - properties which are approved for pets

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Wentworth expects clients to provide accurate and up-to-date information about their needs so that clients can be matched to properties that meet their needs.

2.5 Bedroom Entitlements

Wentworth applies the following criteria for bedroom entitlements.

Household size	Bedroom Entitlement
Single	1
Couple	1
1 or 2 adults with 1 - 2 children	2
1 or 2 adults with 3 - 4 children	3
1 or 2 adults with 5 or more children	4
Two or more single adults	One bedroom per adult
Extended families	1 bedroom per single adult or couple and 1 - 2 children per bedroom
Indigenous Families	1 additional bedroom to support kinship

2.6 Reasonable Offers

Two reasonable offers will be made to an applicant depending on their property entitlements. This includes bedroom entitlements, size, location and medical or other locational needs demonstrated in a formal Locational Needs Assessment.

A reasonable offer means that all the essential needs of the applicant are met. Wherever possible, Wentworth Housing will take into account applicant preferences, however due to demand it may not always be possible to meet preferences that are not evidence based.

3. Accommodating Children & Additional Bedroom requirements

3.1 Wentworth will consider the age and sex of any children in the household when it works out a household's bedroom entitlement. The principles applied by Wentworth when it does this are set out in the table below.

Situation		Wentworth response
Over 18 years.	Children over 18 years of age	Considered to be an adult when calculating the minimum bedroom entitlement.
Shared bedrooms	Children expected to share a bedroom	Same sex children up to 18 years of age to share a bedroom Male and female children to share a bedroom until one of the children reach 10 years of

Situation		Wentworth response
		age.
Children can share a bedroom	Client has demonstrated a need for same sex children, or children under 10 years of age, to have separate bedrooms	Wentworth will allocate an additional bedroom. <i>Examples of situations where an extra bedroom could be appropriate include where there is a large age gap between the children or behavioral factors.</i>
Shared custody	Clients with shared custody of children	The child/children are considered to be part of the household if the client has substantiated shared custody of children for 3 days per week or more. Normal bedroom entitlements apply.
Access visits	Clients who need to accommodate access visits from children	The children are not considered to be part of the household if they visit for less than 3 days per week. The client must demonstrate a need for an extra bedroom to accommodate access visits. See Evidence Requirements for more information.
Future needs of children	Children will need separate bedrooms in 2 or 3 years' time	Wentworth will take this into account when matching the client to a property if it can. Wentworth will make this decision on a case by case basis according to the size and type of housing that is available in the area.

3.2 Information needed to substantiate housing needs

3.2.1 Information and evidence required to substantiate an applicant's housing needs are outlined in Housing Pathways policies.

3.3 Local allocation strategies

3.3.1 A Local Allocation Strategy -LAS approved by the Chief Executive Office aims to overcome challenges experienced when managing large public housing areas and or hard to let properties. The aim is also meant to be inclusive rather than exclusive with a focus on housing those clients who fall between the time of allocation under the LAS.

3.3.2 Where a clients circumstance is of significant risk, the Client Service Manager completes a form that Identifies the risks, the LAS and the number of applicants/tenants bypassed – creating a auditable record of decisions.

3.3.3 Wentworth may apply local allocation strategies which may vary these standard criteria, or give greater priority to certain applicants than would otherwise be the case in the following situations:

- there is a high concentration of community and/or public housing stock
- there is a high concentration of tenants with multiple health, social or economic problems

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- there are existing tenancy management problems, or the potential for them to develop
- existing problems will be exacerbated if allocations are not sensitively handled;
- there is a mismatch of demand and supply making the property very desirable or hard to let

3.3.4 The purpose of these localized strategies is to:

- minimize community problems;
- reduce transfer requests caused by inappropriate allocations;
- ensure co-location of certain tenants where this is beneficial to them or their access to services;
- ensure tenants who may cause nuisance and annoyance are located where the impact of anti-social behavior would be minimal

3.4 **Appealing Decisions**

3.4.1 If a client believes we have made a wrong decision they should ask for a formal review of the decision. To do this the client needs to complete an Appeals Form stating why they disagree with the decision. A Complaints and Appeals brochure and an Appeal Form are available from Wentworth's office and can also be downloaded from our website www.wentworth.org.au

3.4.2 If the appellant is dissatisfied with the outcome of the Internal Appeal process they can proceed to make an appeal to the independent Housing Appeals Committee (HAC). Wentworth will advise the appellant how to lodge an appeal with HAC. Alternatively, they may access the HAC on www.hac.nsw.gov.au or free call on 1800 629 794. The HAC are an independent appeals agency for all NSW social housing clients.

3.4.3 Tenants can appeal the following decisions under this policy:

3.4.3.1 Housing Entitlement

- number of bedrooms
- modification or special features of dwelling
- locational need

For more information on appeals refer to the [Appeals Policy](#)

4. Responsibility

Client Service Officer (Allocations)	Effectively manage the allocation of vacant properties
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Client Services Manager	Monitor consistent and fair policy application in the allocation of properties
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Manager, Housing Services	Provide reports to the CEO as required
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5. Definitions and References

RTA	<ul style="list-style-type: none">• Housing Act, 2001
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- Anti-Discrimination Act, 1977
- Disability Discrimination Act, 1992
- Occupational Health and Safety Act, 2000
- Eligibility for Social Housing Policy (Housing Pathways)
- Social Housing Eligibility Products and Allocations Policy Supplement (Housing Pathways)
- Managing the NSW Housing Register Policy (Housing Pathways)
- Matching and Offering a Property to a Client Policy (Housing Pathways)

- Related policy
- Transfer Policy
 - Relocation Policy
 - Offers of Housing
 - Affordable Housing policy
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