

# Operational Procedures

## SPPRO1: Allocations procedures for funded social housing providers

### Version Control

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## 1. Purpose

Providers funded by the Department of Housing and Public Works ('the department') to deliver social housing services must use these procedures as a requirement of the *Allocations Policy for Funded Social Housing Providers*, available on the department's website at [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au).

## 2. Scope

These procedures cover tenant allocations processes where a Housing Service Centre or other organisation manages the Housing Register and provides referrals to funded social housing providers.

## 3. Property details

The provider must keep its property details up to date with the Housing Service Centre or other organisation managing the Housing Register. This will help to ensure that a good match is made between the vacant property and the needs of the applicants.

A provider with capital funding or department leases must) advise Social and [Affordable housing](#) by email of changes to property details.

A provider funded to manage privately head-leased properties must inform the department of **new** properties using the Notification of Vacancy Form available at [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au).

A provider must inform the department of all **relinquished**, privately head-leased properties by email, including:

- a subject line of: "relinquished property"
- the name of your organisation
- the address of the property, e.g. Unit 4/11 Brown St, Kingstown
- the Unique Property Identifier (UPI), if known. The UPI is a code given to a property in the department's referral system
- text stating the property is no longer leased by your organisation.

The Housing Services Centre will manage the closure of the department's property record.

Providers should request a 'read receipt' on any emails sent to Housing Service Centres and telephone if a receipt is not received within one working day.

## 4. Application for housing assistance

The provider must ensure potential applicants have access to information about housing assistance services.

The provider may:

- assist the applicant to complete and lodge the Application for Housing

Assistance Form, available at [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au)

- assist the applicant to arrange an interview with the department or other organisation managing the Housing Register
- assist the applicant to collect documentation to verify their circumstances
- provide verbal verification of the applicant's circumstances. For example, telephoning the Housing Service Centre and stating that an applicant is homeless.

## 5. Notify a property vacancy to the department

Within one working day of becoming aware of a property vacancy, the provider must complete the Notification of Vacancy Form and send it to the Housing Service Centre or other organisation managing the Housing Register.

The provider may include details of the neighbourhood and any other information that will assist in the selection of applicants who are well matched to the vacancy.

A provider managing properties funded under the Community-managed Housing – Studio Units (CMSU) Program may choose to fill vacancies on a longer-term or transitional basis, and must state their preference on the Notification of Vacancy Form.

The provider may:

- request applicants with specific accommodation needs that match the property features
- request additional information about the referred applicant/s (for example, TICA listings; pets)
- give advice on whether pets are allowed at the property
- advise whether the property is furnished or unfurnished.

The provider must **not** ask for applicants to be selected on the basis of income.

## 6. Notification and referral

On receipt of the Notification of Vacancy Form, the Housing Service Centre or organisation managing the Housing Register must:

- search the Housing Register and short-list applicants whose needs match the vacancy
- conduct a pre-allocation and eligibility check of the short-listed applicants. All communication with the applicant/s at the pre-allocation stage is handled by the Housing Service Centre or organisation managing the Housing Register
- where possible, provide a minimum of three short-listed applicants to the provider for each vacancy, with supporting documentation relating to the applicants' circumstances and housing requirements (this includes electronic and hard-copy information such as Occupational Therapy Housing Needs Assessments and medical reports). This will not include information about any debts owed to the department.

The provider must:

- have an offer process in place which enables the vacancy to be filled within 14 calendar days of notification
- accept the referral report and consider all short-listed applicants
- notify the Housing Service Centre or organisation managing the Housing Register immediately once an offer is to be made to a short-listed applicant or none of the referred applicant/s are considered suitable.

## 7.Nominations

The nominations process may be used for any transitional housing vacancy, and for longer-term vacancies when the provider has the written approval of the Executive Director, Service Delivery, Department of Housing and Public Works.

The provider must ensure that a nominated applicant:

- consents to the nomination and understands what the process involves
- has lodged an Application for Housing Assistance Form with the relevant Housing Service Centre or organisation managing the Housing Register
- matches the program of assistance and the property type, for example in terms of location, disability access, bedroom entitlements or other features and has any required support in place to assist their tenancy.

The application must be approved before the applicant may be offered housing.

A provider wishing to seek approval to use the nominations process for longer-term vacancies may contact their departmental Services Officer for assistance.

### 7.1 Process

The provider must:

- telephone the Housing Service Centre or organisation managing the Housing Register to confirm the applicant/s is listed on the Housing Register and is eligible for assistance
- complete the Nomination Form and the Notification of Vacancy Form and send **both forms together** to the Housing Service Centre or organisation managing the Housing Register
- receive a referral report from the Housing Service Centre or organisation managing the Housing Register
- notify the Housing Service Centre or organisation managing the Housing Register of the outcome of any offer using the Housing Register Advice Form
- advise the applicant to update their details with the Housing Service Centre or organisation managing the Housing Register.

If a nominated applicant rejects an offer, the provider must notify the Housing Service Centre or organisation managing the Housing Register immediately. The provider may subsequently nominate another applicant or request a standard referral.

## 8. Trouble-shooting

### 8.1 Referral reports

The Housing Service Centre or organisation managing the Housing Register must send a referral report to the provider within three working days of receiving a Notification of Vacancy form. If the referral report is not received within three working days, telephone the Housing Service Centre or organisation managing the Housing Register.

The provider and the Housing Service Centre or organisation managing the Housing Register may negotiate more or fewer than three applications to go onto a referral report.

The provider may discuss creating local rules with the department to respond to specific local issues and needs, such as a temporary oversupply of multi-bedroom properties.

## 9. Bulk referrals for multi-unit vacancies

The provider may request a bulk referral to fill multi-unit vacancies of the same type at a single address, such as new apartment blocks.

Bulk referrals must **not** be used to fill single property vacancies.

For new developments, the provider and Housing Service Centre or organisation managing the Housing Register should ensure appropriate referral reports are generated at least 28 days prior to the tenantable date.

## 10. Offers

The provider must have a clear, documented process and appropriate delegations in place for making offers of housing to eligible applicants.

The provider must take reasonable steps to contact selected applicants directly.

### 10.1 Applicant accepts an offer

When an applicant accepts an offer of housing, the provider must:

- immediately email or telephone the Housing Service Centre or organisation managing the Housing Register to advise that the applicant has accepted an offer (this ensures the applicant is not made another offer)
- send a completed Housing Register Advice Form to the Housing Service Centre or organisation managing the Housing Register within one working day of the applicant accepting the offer
- advise the applicant accepting the offer of the conditions of their tenancy

Any applicant who accepts an offer of accommodation with shared facilities (bathroom, kitchen or lounge only) may elect to remain on the Housing Register for self-contained accommodation.

## 10.2 Applicant rejects an offer

When an applicant rejects an offer, the provider must:

- immediately inform the Housing Service Centre or organisation managing the Housing Register by telephone of the applicant's reasons for rejection and
- send the completed Housing Register Advice Form to the Housing Service Centre or organisation managing the Housing Register within one working day of the applicant rejecting the offer. The provider should detail the reasons why the applicant rejected the offer on the Housing Register Advice Form, to enable the Housing Service Centre or organisation managing the Housing Register to determine whether a penalty applies to the applicant.

## 11. More information

For assistance with applicant referral processes, please contact the relevant Housing Service Centre or organisation managing the Housing Register.

For other enquiries, contact the Department of Housing and Public Works

Region	Phone	Email
Brisbane	3007 4377	<a href="mailto:HHSBRORD@hpw.qld.gov.au">HHSBRORD@hpw.qld.gov.au</a>
South West	3437 6047	<a href="mailto:HHS-South-West-Region@hpw.qld.gov.au">HHS-South-West-Region@hpw.qld.gov.au</a>
Central and North Coast	4848 7054	<a href="mailto:HHS-Contract-Management-CQNCR@hpw.qld.gov.au">HHS-Contract-Management-CQNCR@hpw.qld.gov.au</a>
North	4724 8571	<a href="mailto:HHSNQRORD@hpw.qld.gov.au">HHSNQRORD@hpw.qld.gov.au</a>
Far North	4036 5538	<a href="mailto:HHSFNQRORD@hpw.qld.gov.au">HHSFNQRORD@hpw.qld.gov.au</a>