



ACCESS 2 PLACE HOUSING

ALLOCATIONS POLICY

Policy Number	TM01
Version	5
Date	July 2023
Review Date	July 2025

1. Purpose

This Policy supports Access 2 Place (A2P) to comply with the Core Operating [Community Housing Allocations Policy](#) and outlines A2P specific policy in relation to tenancy allocation.

2. Context

This policy considers A2P's allocation requirements as both a Community Housing Provider (CHP) and Specialist Disability Accommodation (SDA) provider in SA.

3. Scope

This policy applies to the allocation of tenancies to A2P-managed, existing properties.

This policy does not apply to bespoke building projects (see [A2P Housing Development Procedure](#)).

4. Risk

A2P manages a portfolio of properties that have different contract requirements. This policy ensures A2P selects tenants appropriately and applies lease conditions in accordance with contract requirements.

5. Policy Detail

5.1. Community Housing Allocations Policy

For information on the following areas refer to the [Community Housing Allocations Policy](#):

- Prioritising customers into categories,
- Make offers of housing to registrants,
- Allocate properties to registrants.

5.2. A2P Specific Selection Considerations

A2P is required to maintain clear records that identify how and why applicants are chosen/ not chosen for a vacancy (including internal transfers).


A2P is required to register community housing customers and manage registrations in line with the SA Housing Authority [Community Housing Managing the Housing Register guideline](#) and the [A2P Eligibility Policy & Procedure](#). All staff are required to act in accordance with this Policy and the [A2P Allocations Procedure](#).

5.2.1. Internal Transfers

An Internal Transfer is when a tenant moves from one A2P home to another A2P home. The person is still an A2P tenant but will have a new address and a new Residential Tenancy Agreement.

A tenant may request a transfer at any time and will be asked to provide documentation supporting their request, such as evidence for a different location or type of housing.

Internal Transfers are not to be recorded on the SHR.

 ACCESS 2 PLACE HOUSING	ALLOCATIONS POLICY	Policy Number	TM01
		Version	5
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5.2.2. Category 1 and Allocations

A2P has allocation Category 1 Key Performance Indicators that it is required to meet. Staff are required to work collaboratively with the General Manager – Disability Housing (GM) when assessing and processing all allocations of housing to ensure these KPIs are met.

A2P must shortlist applicants from the Single Housing Register (SHR), SA appropriately unless the applicant is a current A2P tenant requesting an internal transfer. Refer to the Registering Community Housing Customers and Managing Vacancies Procedure.

5.2.3. Sustainable Tenancy Matching Criteria

Access 2 Place aims to promote a successful and sustainable tenancy when matching an applicant to a property.


When matching an applicant to a property staff will consider the following:

- Does the property meet the bedroom requirements/size of the applicant/s household?
- Does the property meet any special needs of the applicant? (so far as these are known)?
- Does the property already house other tenants whom the applicant will share the home with? If so:
 - have all parties had opportunity to raise questions or concerns?
 - are all parties aware and in favour of the allocation?
- Does the property assist the applicant to access special support services that they need?
- Does the property meet the participants SDA Needs (if applicable)?
- Does the property make the best use of available housing stock that:
 - balances the applicant’s need for stable housing with the costs to the housing provider of providing assistance and
 - matches with the needs and social mix of the current clients and neighbourhood.
- Does the property have specific features that are in high demand and short supply and does the applicant/s need them? These features include:
 - Properties that have been built or modified to meet the needs of people with a disability, or
 - In some areas, properties on the ground floor, properties with level access, or properties with yards.

Note: Assessments of bedroom requirements for an applicant/household will be based on the [Housing SA Occupancy Standards](#).

5.3. Tenure

All new A2P tenancies will be 6 months long. When an existing tenant transfers to another A2P property it is advisable to start with a 6-month tenancy agreement. An initial 6-month tenancy gives tenants opportunity to understand their rights and responsibilities; and both parties opportunity to:

 <p>ACCESS 2 PLACE HOUSING</p>	<h1>ALLOCATIONS POLICY</h1>	Policy Number	TM01
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- confirm the suitability of the property for the tenant, and
- identify and address any tenancy concerns.

It is anticipated that, with agreement from both parties, the tenancy agreement will then be extended. Subsequent tenancy agreements will not exceed 5 years.

For existing tenants transferring to new homes, the option should be provided to start with a 6-month tenancy (for reasons stated above), or to start with a tenancy the same length as their most recent agreement (likely 12 months or 5 years).

6. Procedure

6.1. Community Housing Procedure

Tenancy staff are to register eligible and complete community housing applications onto the SHR within 10 business days of receipt; and manage vacancies in line with the [Community Housing Allocations Guideline](#).

6.2. Refer to [A2P Allocation Procedure](#) for details on internal process.

7. Definitions

For **allocation** definitions refer to the [Community Housing Allocations Policy](#)

8. Reference Documents and Links

8.1. Directive Documents

- [Community Housing Master Agreement](#)
- [Community Housing Allocations Policy](#)
- [Community Housing Providers \(National Law\) \(South Australia\) Act 2013](#)
- [National Regulatory System Community Housing - Regulatory Framework](#)
- [Residential Tenancies Act 1995 \(SA\)](#)

8.2. Supporting Documents

- [Community Housing Allocations Guideline](#).
- [A2P Eligibility Policy & Procedure](#)
- [A2P Allocations Procedure](#)
- [A2P Housing Development Procedure](#)

9. Policy Approval

Content Author:	Delegated Authority: CEO
Date: March 2021	Date approval given: 30/03/2021



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Name: Rebecca Chapman Position: Policy Adviser	Name: Trent Lines Position: CEO
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10. Revision History

Date	Version	Author / Amended By	Comments / Review History
September 2016	1	Lyndi Gepp	Original Draft G307 Allocations Policy
November 2018	2	Rebecca Chapman	Changes made drawing from the Renewal SA Community Housing Core Operating Tenant Allocations & Tenure Policy template, inclusion of new content regarding procedure and occupancy, kept minimal G307 Allocations Policy content.
July 2020	3	Rebecca Chapman	Content in section 5.2.3 relating to wide-spread crisis event included as per Board approval (22 July 2020)
March 2021	4	Rebecca Chapman	Review –simplify SAHA content and link to the original policy. SAHA policy has changed name to Allocations Policy and content changes to align with the implementation of the of the Single Housing Register in March 2021. Review of A2P specific content with Trent Lines & Matt Johnson
April 2021	4	Rebecca Chapman	Insertion of SDA sentence to section 5.2.2 as requested by Matt Johnston (OM).
July 2023	5	Stephanie Singleton with Ashleigh Fielding	Added clause on internal transfers (5.2.1), share houses (5.2.3), and clause on tenancy agreements (new 5.3). Removed entire 5.3, crisis event (see V3): subject does not relate to allocations; moved to Termination of Tenancy. Detail from 6 Procedure moved to Allocations Procedure document.