

Allocations and Sign-Up Policy

Purpose

This policy explains how Catholic Care Victoria Housing Ltd (CCVH) allocates properties, makes offers of housing and commences tenancies.

Scope

This policy applies to all properties managed by CCVH.

This policy applies to both residential rental agreements (rental agreements) and rooming house agreements. Unless stated otherwise, references to “renters”, “tenancies” and “rental agreements” also applies to rooming house residents.

Policy Statement

Guiding Principles

CCVH is committed to allocating properties and starting tenancies in a way that:

- Meets our contractual, legal, and regulatory duties
- Makes appropriate housing stock available to people seeking social housing assistance
- Supports the financial viability of our housing programs
- Ensures consistent and transparent decision making
- Is person-centered and sustains tenancies.

Allocations

CCVH is a participating registered agency of the [Victorian Housing Register \(VHR\)](#). When CCVH has a vacant property, it will make an allocation of housing from the VHR. Allocations may include new applicants or renters who have been approved for transfer from Homes Victoria, other participating registered agencies, and internal transfers.

In addition, CCVH is required to meet an annual VHR *Priority Allocations Target* which is set by the VHR Allocations Framework each financial year.

CCVH cannot allocate housing to:

- CCV and CCVH staff and immediate families
- Personal contacts of CCV and CCVH staff would only be allocated housing after circumstances referred and reviewed by the CEO, CCVH.

Eligibility

CCVH has established common eligibility criteria for the VHR which is set out in the VHR [Eligibility Criteria Operational Guidelines](#). Essentially, applicants must live in Victoria and meet current income and asset limits. The VHR’s eligibility criteria apply to all long-term housing managed by CCVH.

CCVH may have additional eligibility criteria for a specific property depending on the housing program. This can include an allocation that is targeted towards:

- Households that demonstrate significant links to the local community (see *Significant Links Policy*).
- Target groups such as, but not limited to, older persons (generally 55+ years of

age), people with disability, families/ people who have experienced family violence, people who are at risk of, or have experienced homelessness, people who are in paid employment.

- People who are receiving support from a support agency with nomination rights.
- Other eligibility requirements as set by contractual obligations.

Prior to an allocation being made CCVH will communicate the eligibility requirements that apply to the property for both applicants and any stakeholders.

Sourcing Applicants

- All vacancy allocations for long term housing are made from the VHR waiting list. CCVH may also use other means to source applicants, for example through a nomination by a support agency. All applicants who are sourced by other means require an active VHR application prior to an offer of housing being made.

Matching Applicants to Vacancies

CCVH will match applicants to vacancy so that an allocation:

- Is the right size for the applicant's household
- Is in an area consistent with the applicant's needs
- Assists the applicant to access education, employment, or any support services that they need
- Makes the best use of housing stock owned or managed by CCVH
- Encourages a sustainable tenancy
- Meets any expressed needs of the applicant so far as they are known, such as modifications for people with a physical disability or mobility impairment, availability of car parking or room for carers.

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

- Properties that have been built or modified to meet the needs of people with disability
- Properties on the ground floor or with level access
- Properties with outdoor space

The eligibility of the household is reassessed prior to an offer of housing being made, and prior to a household signing a rental agreement.

Housing Entitlements

CCVH will offer and allocate properties that are suitable for the applicant and their current household members from the properties it has available. The table below shows the applied housing size guidelines.

Household Composition	Minimum Bedrooms
Single Person	Studio/ one bedroom/ room
Couple	One bedroom
Single person or couple with one other household member	Two bedrooms
Single person or couple with two other household members	Two bedrooms
Single person or couple with three other household members	Three bedrooms
Single person or couple with four other household members	Four bedrooms
Single person or couple with five other household members	Five bedrooms

When determining the suitability of a household to a property at the point of allocation, CCVH will use the following rules:

- People 18 years and over are entitled to their own bedroom
- Siblings of different genders are not required to share a bedroom regardless of age
- Siblings of the same gender within a household can share a bedroom
- Only single person households can occupy a room in a rooming house.

Supporting Sustainable and Harmonious Communities

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

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

Making an Offer of Housing

Applicants are given two reasonable offers of housing. In allocating properties, we consider the information the applicant has provided and the property attributes to make sure that the property is suitable. Before an offer of housing is made, CCVH will:

- Check that the applicant is still eligible for social housing, including identification and income documents
- Ask the applicant to provide reasonable evidence to substantiate any requirements that are not contained in the VHR application

- Better understand the applicants housing need and any support requirements
- Determine the applicant's suitability for the vacancy
- Provide the applicant with information about CCVH, property attributes and the rights and responsibilities of renters and rental providers
- Allow the applicant an opportunity to view the property before deciding.

If an applicant rejects a reasonable offer of housing, it will be recorded on the VHR as a refused offer. If it is deemed that the offer does not meet the applicant's needs, CCVH will withdraw the offer. Applicants may appeal decisions relating to allocations (see *Complaints, Appeals and Feedback Policy*).

Signing a Rental Agreement

After an applicant accepts an offer of housing, CCVH will arrange a 'sign-up' appointment. Prior to this appointment, the applicant is advised of their weekly rent payable calculated based on current income documentation provided (see *Rent Setting Policy*). Once the rental agreement is signed, an applicant becomes a renter.

At the sign-up appointment, CCVH requires applicants to:

- Read, understand and sign documents relating to the rental agreement
- Make payment of rent in advance and the rental bond (if required).

CCVH will provide each new renter:

- A signed copy of the rental agreement (electronic or hard copy)
- Two signed copies of the condition report (or one electronic)
- A Renters Guide issued by Consumer Affairs Victoria
- A full set of keys for each renter who signed the agreement
- CCVH 'welcome pack' containing information on the renter's rights and responsibilities
- Information on how the weekly rent payment has been calculated and how to pay rent
- CCVH contact details, including contact details for urgent repairs.

Length of Rental Agreement

CCVH may enter a periodic (month to month) or fixed term (short or long) agreement with a renter.

Generally, CCVH will enter into periodic agreements. Periodic tenancies are ongoing, subject to the renter complying with the requirements of the rental agreement and meeting their obligations under the RTA.

CCVH may enter into fixed term agreements with a renter:

- For specific housing programs,
- When approved by the CEO of CCVH because of specific circumstances of the household.

All new rooming house residents will start with a 12-month fixed term agreement which will continue as a periodic agreement after the initial fixed term has ended. Unless the tenant or landlord requests a new fixed-term lease.

CCVH will inform applicants of the length of their rental agreement prior to the sign-up appointment.

Joint Tenancies

Households with more than one adult aged over 18 may choose to have more than one signatory on the rental agreement. This is called a joint tenancy. Each signatory to the rental agreement is equally responsible for ensuring their obligations are met under the rental agreement.

Bond and Rent in Advance

Rooming house residents do not pay a bond. For all other housing tenants CCVH collects a bond equivalent to four weeks' market rent (*see Rent Setting Policy*). The bond is lodged and held with the Residential Tenancies Bond Authority and returned at the end of the tenancy if there is no claim (*see Ending a Tenancy Policy*).

CCVH requires renters to always pay their weekly rent payment two weeks in advance. Renters must pay two weeks rent on the day they sign their rental agreement.

If an applicant cannot pay two weeks rent in advance or the bond (if required) at the start of their tenancy, CCVH may agree to a repayment agreement or cancel the offer. This decision is made at the delegation of the Tenancy Manager and on a case-by-case basis.

Condition Reports

A condition report is a record of a property's condition at the time a rental agreement is signed. CCVH will provide two completed signed condition reports to the renter at the sign-up appointment (or one if it is a digital copy). It may contain current photos of the property. The renter should check the report, note any inconsistencies, and return a signed copy to CCVH within five business days of signing the rental agreement.

Utilities

It is the renter's responsibility to connect and pay for all required utilities that are individually metered e.g., water, electricity, gas. In some circumstances, CCVH may be required to connect the water service in the renter's name. For properties with shared utility meters, a service charge will be applicable (*see Rent Setting Policy*). CCVH will inform renters of their responsibilities regarding utilities at the sign-up appointment.

Related Information

Transparency and Accessibility

This policy will be publicly available on our website.

Version Control

Version	1.0	• Review frequency	Approved June 2023 Next Review: June 2025
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