

Tenant Eligibility and Application Management Policy Procedures (Nesti)

Contents

Introduction.....	1
Tenant Eligibility Principles	1
Procedures	2
Concise Summary of Key Changes Made in This Review of Document	4
Monitoring, Review, and Evaluation	4
Authorisation Template	5

Introduction

The following Procedures are to be implemented to enable Nesti Housing to meet the policy objective of assessing eligibility for new and existing tenancies across Nesti Housing Programs.

These Procedures should be read in conjunction with all relevant Nesti Housing Policies and Procedures and the ***Tenant Eligibility and Application Management Policy***.

Tenant Eligibility Principles

- All eligibility assessments (of prospective and current Nesti Housing tenants) and at the time of allocating housing, Nesti Housing will comply with National and State laws regarding equal opportunity and anti-discrimination legislation.
- Nesti Housing will adhere to any contractual arrangements that apply to program specific, funding or government stated eligibility criteria as stated in any such agreement. Nesti Housing will allocate from waitlists and central registers in appropriate locations and adhere to the agreements surrounding their use for allocation purposes
- Nesti Housing will apply systematic instructions and tools to ensure operational staff carry out their duties using fairness, transparency and in line with required Acts, Regulations and Standards
- Nesti Housing allocates housing to specific groups within communities who are at greater financial, cultural and/ or social disadvantage, including people with disabilities, mental health issues, single parents, aged and indigenous people. Where programs allow, Nesti Housing seeks to allocate a set proportion of all available housing to such groups

- Prospective tenants are provided with clear, detailed information about the eligibility requirements (including income and assets), potential location and features of the accommodations available and any mandatory disclosures under the RTA. An offer letter is provided to each customer with acceptance timelines for accepting the offer, acknowledging that in the instance the offer is not accepted it will be offered to the next eligible customer. Language support is also provided when advertising a vacancy if required.

Procedures

Financial Criteria

- Applicants must be able to establish their identity.
- Applicants must provide evidence they are Australia Citizens or Permanent Residents and reside in Western Australia.; and are 16 years of age or over.
- Income and Assets Criteria are described in Attachment 1 to this policy.
- The applicant, and co-applicant will initially have a financial assessment based on their total weekly gross assessable income and cash assets to see if they fall into Band A which is very low-income bracket. Assessable income will reflect the Department of Communities assessable income for eligibility.
- If financially ineligible for Band A then an assessment for Band B will take place to see if the applicant falls into the Low income bracket. This will consider the total weekly gross income and assets of all adult members of the household.
- The assessment of gross household income is based on the evidence supplied by the customer. This evidence includes:
 - Centrelink payment information
 - Payslips and Notice of Assessment from the Australian Tax Office (ATO)
 - Statements from other income sources (e.g. workers compensation, shares)
- Nesti Housing must be satisfied that the information provided is a true reflection of the household income including a minimum of:
 - 13 weeks of pay slips
 - 4 weeks of Centrelink benefits
 - Previous year Payment Summary (formerly group certificate) or;
 - 3-month Notice of Assessment from ATO or Certified Practicing Accountant
- If an adult who will live in the property has no income, then for eligibility purposes a deemed income will be applied equivalent to the statutory benefit that they may have received if eligible.

- A person that meets the disability criteria will have a higher eligibility limit that non-disabled applicants.

Non-financial Criteria

- Applicants must be able to establish their identity.
- Applicants must provide evidence they are Australia Citizens or Permanent Residents and reside in Western Australia.; and are 16 years of age or over.
- Applicants must provide evidence that they have the means to pay rent.
- Applicants may not own or part own property or land that could be used as a viable housing option.
- Properties linked to a specific housing program will have additional eligibility criteria which must be met.

Remaining Eligible during an active tenancy

- Tenants must remain eligible for Social and affordable housing throughout their tenancy.
- Eligibility will be reassessed at the following times:
 - Change in household income and assets.
 - Material changes in household composition or circumstances.
 - 12 months after the last eligibility review

Ineligibility

- If an applicant does not meet the eligibility criteria for Social and Affordable Housing the potential tenant will not be offered housing.
- If an existing tenant does not meet the eligibility criteria including income and assets or fails to provide sufficient proof for continued eligibility, they will be deemed ineligible.
- Tenants that are ineligible will be advised and offered an interview to review and discuss the situation and plan for them exiting housing with Nesti Housing.
- The Tenant(s) will be advised in writing and given notice to vacate.
- Each case will be looked at individually and a notice will be given allowing them time to transition into suitable accommodation.
- Discretion by Managers can be applied where income limits are exceeded for a short period and where the tenant does not have the long-term capacity to secure alternative housing.

Compatibility

- A compatibility assessment may be conducted to assist in determining availability and suitability.

Clarity Of the Information Provided

- All materials and formats used ensure information is easy to read, alternative formats are available and indicated in information.
- Forms, information documents and advertising materials are reviewed on a regular basis; this includes feedback surveys to our new tenants and annual feedback from surveying our current tenants.

Customer Feedback and Appeal of Decisions

- If a customer wishes to provide feedback to Nesti Housing and/or believes a decision made by Nesti Housing is incorrect, they can lodge customer feedback and/or an appeal using the Nesti Housing Customer Feedback Policy or the Nesti Housing Appeals Policy.

Concise Summary of Key Changes Made in This Review of Document

This is a new Policy.

Monitoring, Review, and Evaluation

This procedure document will be reviewed every three years. However, if at any time the legislative, policy or funding environment is so altered that this document is no longer appropriate in its current form, the document shall be reviewed immediately and amended accordingly. This process will include:

- Ad hoc review and evaluation of current practices
- Periodic self-assessment
- Internal Audits
- External Audits

Nesti Housing will record and monitor the progress of any improvements identified and feed into service planning and delivery processes.

Authorisation Template

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