

Application and Allocation Policy Procedures (Nesti)

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Introduction

The following Procedures are to be implemented to enable Nesti Housing to meet the policy objective of allocating properties and meeting contractual and legal duties 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, in particular, the ***Application and Allocation Policy***.

Procedures

Applicants

Applicants are sourced from the following.

The Joint Wait List (JWL):

As per the community housing allocation policy, Nesti Housing maintain a mix of allocations based on income bands and property availability and compatibility. Where there are no eligible social housing applicants in the JWL and the income mix (band A and band B), Nesti Housing may use its own waitlist to source low-income applicants.

Supported Housing and Specialist programs:

Applicants for specific housing programs are identified in consultation with support agencies or partnering agencies on a referral-based system.

Transfers:

Nesti Housing use an internal wait list for existing tenants, approved for transfer depending on individual circumstances. When a suitable property becomes vacant it may be allocated to an existing tenant on the transfer list.

Discretionary:

Nesti Housing is committed to providing housing for the most vulnerable and most in need in the community. Nesti Housing may house people who have the need for urgent housing who meet all eligibility criteria but have not yet applied to the JWL, or who are listed on the JWL but require housing ahead of turn.

Allocating:

Nesti Housing take into consideration community and property compatibility. The following is considered.

- Risk Management – Nesti will initiate a risk assessment for all prospective clients. This is to understand the potential risk for tenant and community and staff.
- Contractual Allocation Target
- Choice - Where possible, in consideration of stock location and availability, Nesti will house applicants in the area and housing type of their choice, with access to required support and amenities.
- Sensitive allocations – Nesti will conduct sensitive allocations to ensure applicants are housed according to their needs. This includes size, location, support, social mix, services/facilities required and community suitability.
- Bedroom entitlements
 - Single Persons and Couples 1 Bedroom
 - Single Parents/Couples with 1 Child 2 Bedrooms
 - Single Parents/Couples with 2 Children 2 or 3 Bedrooms
 - Single Parents/Couples with 3 Children 3 or 4 Bedrooms
 - Single Parents/Couples with 4+ Children 4+ Bedrooms
 - Adult Shares (16yrs +) 1 Bedroom per adult

Applicants will be required to complete an application form prior to an offer. Further information may be required to assist Nesti Housing in the allocation process to ensure the property is a good match for the applicant.

Support providers will be required to complete a referral form as per the Service Level Agreements in place.

Nesti Housing will make all formal offers of accommodation to the successful applicant and inform the applicant of rent and bond amounts and any strata rules or restrictions.

Applicants will be offered an opportunity to view the property in advance with a member of Nesti Housing team. Applicants must accept any offer in the required timeframe or if an applicant wishes to decline an offer, they will be required to discuss it with a member of staff and they will be informed of any consequences that may impact their application status.

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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