

PRIORITISING A HOUSING VACANCY

CSM 4.22

Purpose & Scope:

To outline the process of prioritising a client when a vacancy occurs at a Wintringham Housing site.

Responsibility:

Site Coordinators/Outreach/Housing Support Workers - are responsible for assessing whether their client(s) is suitable for the vacancy that has been advertised. If it is their site that has the housing vacancy, it is their responsibility to assess applications for priority, in consultation with their direct Manager.

Community and Housing Support Manager - is responsible for oversight of the program and for consultation on which applicant will be chosen to take up the vacancy.

Policy:

- Applicants will be assessed for priority and suitability when a Wintringham Housing vacancy is advertised, to ensure equity in the process of allocating housing.
- Wintringham adheres to the Victorian Housing Register (VHR) requirements set out in the Community Housing Allocations Framework.

Procedure:

1. Vacancy Available At A Housing Site

- 1.1 The Tenancy Manager is advised of an upcoming vacancy.
- 1.2 A member of the Tenancy team is to advise the Site Coordinator / Housing Support Worker of the approximate date the housing unit will be available.
- 1.3 The Site Coordinator / Housing Support Worker to email the Housing Support, Outreach and HACC PYP staff advising them of the vacancy. Nomination for Housing Vacancy Form (CSM Fm 4.22a) to be attached to the email to complete and return in order to assess priority.
- 1.4 The Advice and Information team will also be advised of the upcoming vacancy and can also highlight any urgent or high priority referrals.
- 1.5 The Site Coordinator / Housing Support Worker will shortlist a list of



PRIORITISING A HOUSING VACANCY

CSM 4.22

applicants from:

- Nomination for Housing Vacancy Form
- CODA Housing Wait List for Priority 1
- Urgent referrals from the Advice and Information team

- 1.6 The Site Coordinator / Housing Support Worker will meet with their Community Housing and Support Manager to determine the most appropriate applicant.
- 1.7 All clients being considered should have a tour of the housing site they are being considered for.
- 1.8 Once a decision has been made, the Site Coordinator / Housing Support Worker will notify the client and if accepted, the Tenancy team will be notified. The Site Coordinator / Housing Support Worker will also send a curtesy email to Housing Support, Outreach and HACC PYP group to advise that the vacancy has been filled.
- 1.9 All Nomination for Housing Vacancy Forms are to be sent to Advice and Information for processing, once the vacancy is filled.
 - 1.9.1 The Advice and Information team to upload onto CODA, the Nomination for Housing Vacancy form to each applicant who was put forth during the nomination process.

2. **Factors Considered When Prioritising A Client**

- 2.1 Prioritising the short list will be in accordance with Wintringham's target group priority (L_M 46) as follows;
 - Wintringham clients who are homeless or at risk of homelessness
 - Clients in the general community who are homeless or at risk of homelessness
 - Wintringham clients who are socially disadvantaged
 - Clients in the general community who are socially disadvantaged
 - When 2 clients are competing for one vacancy and meet the same target group priority, the client at greatest risk will be offered a place. Risk in this context will cover a range of issues with an emphasis on the risk presented by their general age, related frailty, risk of abuse, violence or self-harm, benefits the potential client will receive from being housed at the site and the



PRIORITISING A HOUSING VACANCY

CSM 4.22

social mix at the site. Consideration will also be given to clients who already have established links in the area.

- 2.2 Mobility of a client if there are stairs leading to an upstairs unit.
- 2.3 Whether the client has a pet, and if the pet is suitable for the location of the unit.
- 2.4 Site issues that need to be considered (i.e. gender balance, behavioural concerns, frailty etc.)
- 2.5 Other restrictive circumstances that reduce the client's chance of accessing other types of housing (i.e. low income such as a Newstart payment that restricts private rental options, prior Office of Housing debts, etc.)
- 2.6 If a client is housed in a Wintringham property and requests a transfer, the Housing Transfer (TMM 1.7) policy should be used to guide the process.

References:

L_M 34 Privacy
L_M 46 Admission Protocols
L_M Fm 34a Consent to Obtain and Exchange Information
CSM Fm 4.22a Nomination for Housing Vacancy Form
TMM 1.7 Housing Transfers

