

THE DEPARTMENT OF HOUSING

RENTAL

POLICY

MANUAL

May 2014



Government of Western Australia
Department of Housing

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RENTAL POLICY MANUAL

INTRODUCTION

The Housing Authority, operating as the Department of Housing, was established by the State Housing Act 1946 (WA) and currently operates under the Housing Act 1980 (WA).

The Department of Housing, through the State Government, is party to the *National Affordable Housing Agreement (NAHA)*.

The National Affordable Housing Agreement is an agreement by the council of Australian Governments (COAG) that commenced on 1 January 2009, replacing the Commonwealth State Housing Agreement.

The National Affordable Housing Agreement aims for all Australians to have access to affordable, safe and sustainable housing that contributes to social and economic participation.

THE DEPARTMENT'S OBJECTIVES

The Department of Housing provides appropriate and affordable housing options for people who cannot access the private market.

Under the Affordable Housing Strategy 2012-2020 the Department aims to provide 20,000 affordable housing opportunities by 2020. To achieve this, the Department is working widely with partners and markets to increase the range of housing options and solutions that are:

- Available (as and when needed)
- Affordable (within the means of low-to-moderate income households)
- Appropriate (meets the needs of individual circumstances)

DEPARTMENT OF HOUSING FUNCTIONS

The Department provides public, Aboriginal and regional housing, private rental assistance, Keystart home loans, land and property sales in metropolitan and country areas of Western Australia.

One of the Department's key functions is providing rental housing for low-income households who are often unable to obtain secure and affordable accommodation in the private rental sector. Some client groups such as Aboriginal and Torres Strait Islander peoples, older people, people with disabilities and singles experience difficulties accessing housing in the private market.

POLICY RENTAL MANUAL

This manual contains policies relating to the management of public housing. Policies relating to maintenance are not part of this manual.

The Department of Housing continuously reviews the Rental Policy Manual. The updated version is published internally and on the Department's external website, www.housing.wa.gov.au.

LAYOUT OF THE MANUAL

The manual is divided into various policies. Policy statements are set out on the left-hand side of the page with the related guidelines and practices on the right-hand side. Where appropriate, examples are given under "guidelines and practices".

CONTACTING THE DEPARTMENT

General Enquiries: 1800 093 325

TTY: 9476 2446

Maintenance: 1300 137 677

Customer feedback: 1800 257 677

ELIGIBILITY

POLICY



Government of **Western Australia**
Department of **Housing**

ELIGIBILITY POLICY

PREAMBLE

Eligibility for public housing assistance is governed by a set of principles as follows:

- Access to housing assistance is to be provided to those unable to obtain adequate and appropriate housing through the private sector.
- Help is to be provided regardless of the age, gender, marital status, race, religion, disability or life situation of the applicant.
- Applicants and tenants must remain eligible while seeking and residing in public housing to ensure that housing assistance is provided to those in greatest need.
- Limits on eligibility are to be based primarily on the applicant's financial circumstances by taking into account:
 - Level of income
 - Value of relevant assets and income derived from them
 - Number of dependent children; and
 - Costs arising from disability and other special circumstances
 - Limits on eligibility are to be reviewed at appropriate intervals of time.

The Department must also comply with the state Equal Opportunity Act (1984) when dealing with customers and the interests of the child will be paramount in all decision making in accordance with the International Convention on the Rights of the Child.

Income eligibility limits for assistance are reviewed regularly to reflect changes in gross weekly average earnings.

Applicants, partners and co-applicants must conform to the Department's eligibility criteria and all household members must conform to eligibility relating to a debt to the Department and home finance schemes administered by the Department.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

1. Applicants for public rental housing must have an income that falls within the Department's current income limits, which is assessed on a gross weekly (before tax) basis. Applicants, partners and/or co-applicants must be eligible at the time of application, while on the waiting list and before an offer of housing is made.

Dual Income - refers to an income earned by partners in the paid workforce and including Centrelink Benefits (i.e. Newstart) but not the Basic Family Tax Benefit A.

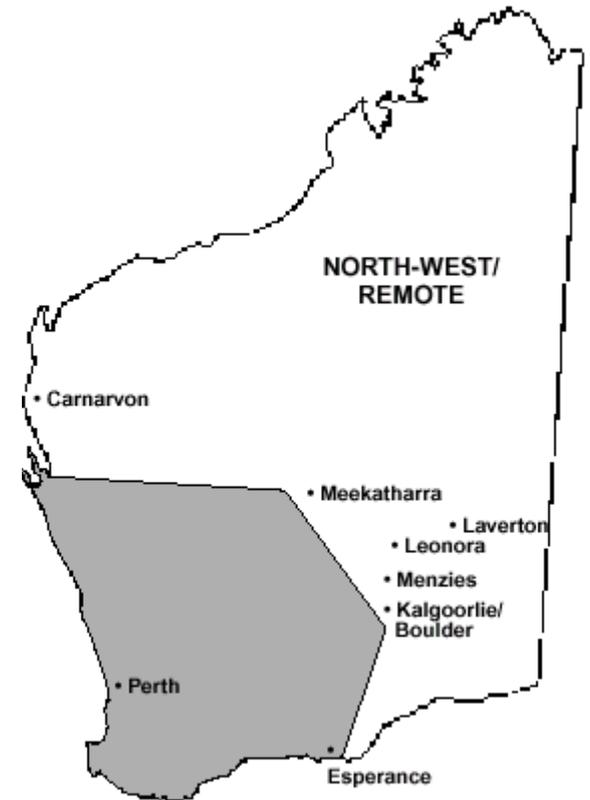
Income Eligibility Limits for Public Housing:

To be eligible for the Department assistance the combined weekly gross income of applicant, partner and co-applicant must be below the following limits (Effective from 1 May 2006). Other household members' incomes are not assessed for eligibility (see s 8 of this policy) however, will be considered when assessing rent.

Number of people in household	Metro & country		NW & remote areas	
	Single Income	Dual Income	Single Income	Dual Income
1	\$430	-	\$610	-
2	\$580	\$670	\$820	\$940
3	\$695	\$790	\$980	\$1120
4	\$815	\$930	\$1150	\$1320

For households with more than 4 people add \$115 per additional person.

Do not include the District Allowance in household income (This allowance is to help people with the extra cost of living in remote areas and the North West). This will be included for rent assessment purposes once housed.



ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

For people with a disability:

Number of people in Household	Metro and Country		North West/Remote	
	Single Income	Dual Income	Single Income	Dual Income
1	\$540	-	\$760	-
2	\$725	\$830	\$1025	\$1180
3	\$870	\$1000	\$1225	\$1400
4	\$1020	\$1160	\$1440	\$1650

For households with more than 4 people and at least one person with a disability add \$145 per additional person

POLICY

2. Income Counted When Assessing Eligibility

Definition of income that is counted – Any benefit or allowance that is counted by the Centrelink or Department of Veterans' Affairs in assessing a benefit.

OR

A wage/salary for applicants in paid employment.

- Wages/Salary (Income received by an employee)
- Salary Sacrificed Superannuation
- Fringe Benefit Tax

GUIDELINES & PRACTICES

- 2.1 Regular wages or a salary will be assessed over a three month period if wage slips are presented as proof of income. Most applicants complete the Employer Income Verification Statement.
- 2.2 Salary sacrificed amounts (including Superannuation contributions) will be included in the gross assessable income
- 2.3 A fringe benefit received as part of earned income but not as a wage or salary.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

Cont.....Income Counted When Assessing Eligibility

- Overtime
- Centrelink or Department of Veteran's Affairs Benefits, Austudy/Abstudy payments (DEET)
- Dividends on shares/investments
- Interest "deemed" on money in non-interest bearing accounts above \$8250 singles and \$15,500 couples
- Child maintenance payments
- Additional Family Tax Benefit A @ 10% (Basic exempt)
Additional Family Tax Benefit B @ 5%
- Income derived from a business if applicant is self employed

GUIDELINES & PRACTICES

- 2.4 Where overtime is known or can be confirmed to be a standard part of the employment package, this can be included without waiting the three-month waiting period.
- 2.5 If an applicant is in receipt of the Austudy Loan Supplement, income will be assessed at the Austudy grant the applicant would receive if he/she were not receiving the supplement.
- 2.6 Interest will be calculated on the rate received
- 2.7 An applicant with money in a non-interest bearing account will be deemed to be receiving a rate of interest identical to that used by Centrelink.
- 2.8 Discretion may be exercised where it can be proved that maintenance payments are not regular.
- 2.9 Spouse or child maintenance payments will be assessed at 20% of maintenance received.
- 2.10 Guidelines for Assessing Income of Self Employed Applicants Such applicants will be required to provide the Department with their taxation assessment for the previous financial year. The assessment will provide information regarding the applicant's taxable income on which the taxation assessment is based.

The taxable income will be regarded as the income on which the Department will assess eligibility. If the applicant has not retained the assessment, they can write to:
 - Australian Taxation Office, 46 Francis Street, Northbridge WA 6865
 And request a copy of the assessment.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

Cont.....Income Counted When Assessing Eligibility

- **Compensable Income – Applicants With A Disability**

Income Not Counted When Assessing Eligibility

3. Definition of income not counted - All benefits and allowances that are granted by Centrelink and Department of Veterans' Affairs, because they are needed in full to assist with a particular situation or disability;

OR

GUIDELINES & PRACTICES

When the taxation assessment is received, any known increases should be included for the period since the assessment was made.

Similarly, any applicant whose circumstances have altered since the last income tax assessment was provided is obliged to substantiate the change of circumstances and supply an estimate of the new annual income. This should be accompanied by a statutory declaration supporting the claim.

The situation should be reviewed within the next 12 months.

Applicants who have not traded for a full financial year will be permitted to apply and build up time on the waiting list, on the understanding that they provide their taxation assessment on its receipt, and that their taxable income falls within the Department limits.

If the region concerned is unable to clarify the income received from the taxation return provided, or to fully understand the assessment made, the services of a local taxation agent should be employed at the applicant/tenant's expense. (Taxation is a complex area and it often requires an expert to understand a business taxation return.)

Applicants, whose income is derived from compensation payments due to a disability compensation payout, are eligible for the Department assistance if their assessable income, **minus** care costs, does not exceed the Department income limits.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

GUIDELINES & PRACTICES

Cont.....Income Not Counted When Assessing Eligibility

Any income source which, is not counted by these departments for pension or benefit purposes.

- Overtime (where not regular)
- Basic Family Payment (minimum standard payment)
- Family Tax Payment
- Carer Allowance
- Scholarship Allowance for Children
- Carer Allowance (previously Domiciliary Nursing Care Allowance)
- Basic Family Tax Benefit A
- Ward Allowances, Fostering Allowances, etc
- Assistance for Isolated Children's Scheme (AIC)
- Austudy Pensioner Education Supplement
- Child Care Rebate
- Multiple Birth Allowance
- Baby Bonus
- Paid Parental Leave
- Disability Costs
- Mobility Allowance
- Double Orphan Pension
- Carer's Income

3.1 Family Payments – Income assessed at 10% of additional payment for Family Tax Benefit A and 5% for Family Tax Benefit Part B. Basic Family Tax Benefit A is non-assessable

3.2 See HOUSING FOR PEOPLE WITH DISABILITIES

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

Cont.....Income Not Counted When Assessing Eligibility

- Austudy/Abstudy Fares Allowance
- Abstudy Incentive allowance
- Maternity Allowance and Maternity Immunisation Allowance
- Telephone Allowance (Centrelink)
- Bereavement payment (Centrelink)
- Remote Area Allowance (Centrelink)
- Pharmaceutical Allowance (Centrelink)
- District Allowance
- Portion of Austudy Loans Supplement (see 2.4).
- Employment Entry Payments
- Education Entry Payments
- Income of other household members

Local Government

Department Of Veteran's Affairs Allowances

- Attendants Allowance
- Car Maintenance Allowance
- Clothing allowance
- Decoration Allowance
- Recreation Allowance

GUIDELINES & PRACTICES

- 3.3 District Allowance is assessable for rental assessment purposes but not for eligibility.
- 3.4 See 8.1 Definition of other household member.
- 3.5 Elected Members Allowance that is paid to cover expenses is exempt of being treated as income if the amount of allowance actually used is on expenses. Any excess allowance is to be treated as income.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

Cont.....Income Not Counted When Assessing Eligibility

War Disability Pension (UK also)

- Intermediate War Pension
- Extreme Disability Adjustment
- Totally Permanent Invalid (TPI) War Pension
- Prisoner of War (POW) Recognition Supplement

Documentary Proof Of Income

4. Applicants must supply documentary proof of income to confirm eligibility for the Department assistance.

GUIDELINES & PRACTICES

3.6 Any ex-gratia one off lump sum payments made by the Department of Veteran's Affairs or one or more lump sum payments through Redress WA is not taken into account when assessing eligibility or rent. Examples:

- Ex-gratia F-111 lump sum payment of either \$40,000 or \$10,000 made to eligible military personal, public servants and civilian contractors
- One off payment in June 2001 of \$25 000 to War Veterans or widows/widowers

Income and/or interest from these payments will be included for the purpose of determining income eligibility and/or rent assessment.

4.1 Applicants receiving a **Centrelink benefit or pension** must supply a Statement of Benefit (To Whom It May Concern Letter) from Centrelink that is not more than four weeks old. The Department reserves the right to request such proof of a lesser period. Evidence of a claim for a benefit is not sufficient. Or verification by the Income Confirmation Scheme.

In **country areas** where there may be a delay in obtaining a Statement of Benefit, an applicant may make application and accrue waiting time until the documents arrive.

In **isolated country areas** it is sufficient proof of income to photocopy the applicant's bank book, provided that the deposits shown are equal to the benefit the applicant should receive and are paid on regular pension payment dates.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

Cont.....Documentary Proof Of Income

Cash Assets

5. Applicants must conform to the Department's eligibility criteria relating to cash assets.

GUIDELINES & PRACTICES

- Applicants in receipt of a wage or salary must have their employer complete the Employer Income Verification Statement or supply their last three months of wage or salary advice slips.
- Self-employed applicants must supply their last financial year Tax Assessment from the Australian Tax Office.
- Applicants receiving part Centrelink benefit and part wage/ salary must supply evidence of both income sources.
- Applicants with income sources from outside Australia must supply documentary proof of that income source. Example: UK pension. NB: July 2004 Recipients of Chile Pension of Mercy is not taken into account for eligibility or rental rebates.

5.1 Current criteria are:

- \$38,400 – single applicant.
- \$63,800 per couple.
- \$80,000 Seniors 60 years plus (singles or couples).
- Disabled applicants as defined by the People with Disabilities Policy may not subject to the cash assets limit of \$100,000 (Refer to Disability Policy).

Definition of a cash asset: These refer to the financial investments of a Department customer, which include.

- Deposit in a bank, credit union, building society, savings/cheque account, cash, term deposit, shares
- Friendly Society and insurance bonds managed investments such as loans, debentures, friendly society and insurance bonds, unlisted equity and property trusts.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

Cont.....Cash Assets

Source Of Income

6. An applicant's income must derive from a source within Western Australia.
7. Applicants with no current source of income may make application for assistance and accrue time on the waiting list, but at the time of allocation they must have an income within the Department's current limits.

GUIDELINES & PRACTICES

- Cash assets do not include a customer's car, antique furniture, stamp collection, life insurance policies. Superannuation and annuities that are not accessible are not assessed, but any annual income/return/dividend received are assessed as part of the income assessment process.

Superannuation

Superannuation funds for applicants under the age of 55 years

Superannuation funds that cannot be realised (eg superannuation roll-over fund) are not assessed as an asset.

Superannuation funds for applicants 55 years of age and plus

where a lump sum superannuation payment is taken, it will be treated as a cash asset and any income derived will be assessed for eligibility and rent assessment purposes.

Where superannuation is placed in a managed or roll-over fund and the client receives an annuity or allocated pension that income will be considered for eligibility and rent assessment purposes.

The gross annual income is converted to a weekly amount for assessment.

- 6.1 An applicant must be registered with a Western Australian office of Centrelink, be employed or have a registered business in the state.
- 7.1 Example: Prisoners serving a jail sentence, asylum seekers, supported migrants, women in the traditional family setting with no independent income.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

GUIDELINES & PRACTICES

Income Of Other Household Members

8. Income received by other household members who will be living in the household, but will not sign the tenancy agreement does not need to be proved at application, but must be proved at the time of the allocation of a property.
- 8.1 Other household members are non-dependent members of the household (excluding the applicant's partner), who will not be signing the tenancy agreement. Their income is not included for eligibility purposes, nor do they have to be eligible for the Department assistance except in relation to a debt to the Department.
- Their income is included as part of gross household income for the purpose of calculating rental payments.
- 8.2 Definition of a dependent household member. A dependent is a child of a family, or a child being fostered or cared for by a family, who is wholly or substantially in the care or control of the applicant and is financially dependent on the applicant.
- 8.3 Partner's Income**
- The applicant's partner's income is included when assessing eligibility relating to income. This is regardless of whether or not the partner will be a signatory to the tenancy agreement.

ELIGIBILITY RELATING TO CITIZENSHIP AND RESIDENCY STATUS

POLICY

9 Applicants must hold Australian citizenship or have permanent residency status and have a residential and postal address in Western Australia

Applicants Currently Living Interstate And Abroad

10. Applicants living in other states of Australia or in countries outside Australia are not eligible to make application for assistance, regardless of any future intention to live in Western Australia

People Without Citizenship Or Residency Status

11. People without Citizenship or Residency status may make application for assistance and accrue time on the waiting list, but cannot be allocated housing until they have been granted permanent residency or citizenship

12. Applicants or tenants wishing to accommodate migrants without Australian Citizenship or Permanent Residency status will not be allocated property with bedrooms in excess of their entitlement to accommodate that person/s

New Zealand Citizens

13. New Zealand citizens are eligible to apply for public housing subject to meeting all other eligibility criteria, including income and asset limits.

GUIDELINES & PRACTICES

9.1 See New Zealand Citizens

10.1 Applications or tenancies in different Australian states are not transportable

11.1 Only applicants with visa types that provide permanent residency status are eligible for public housing

11.2 Applicants with visas allowing temporary residency are not eligible for public housing

ELIGIBILITY RELATING TO PROPERTY OWNERSHIP AND OTHER RESIDENCES

POLICY

14. Applicants must not own or be part owner of property or land.
15. The Department may permit continuing ownership or joint ownership of property or land for a period of time after application, where there are specific difficulties relating to immediate disposal. However, sale of the property must have been concluded at the time of the allocation of a property

GUIDELINES & PRACTICES

14.1 A **Park Home** will be a barrier to public rental housing, only if it is so determined by Regional Management that it is suitable accommodation. Factors in this consideration will be the construction and permanency of the home, the suitability of the location and the needs/age of the applicant.

15.1 Examples :

- Where an applicant is pursuing a property settlement through the Family Court.
- Where the Department is building a property for a family which has a member with a disability

Discretion can be exercised in all instances where there are specific difficulties in disposing of a property

(See DISCRETIONARY DECISION MAKING POLICY)

Examples:

- Where the sale will realise limited or negative personal equity to the applicant.
- Where the asset owned is a single block of residential land of little value and the applicant has no prospect of building a home on it.
- Where there is limited or no real estate market in the area concerned (eg some rural areas experiencing an economic downturn).
- Where a property is owned for the purpose of a business income, discretion may be exercised in permitting the applicant to retain the property. Example: a service station.:

ELIGIBILITY RELATING TO PROPERTY OWNERSHIP AND OTHER RESIDENCES

POLICY

Cont....The Department may permit continuing ownership or joint ownership of property or land...

16. Applicants residing in government funded accommodation (e.g. Aboriginal Corporation, Community Housing etc) are not eligible for Department accommodation, while occupying the government funded property. However where circumstances warrant it discretion may apply for the applicant to be placed on the waiting list for Department accommodation.

GUIDELINES & PRACTICES

- Where a property has been purchased through a home ownership scheme administered by the Department and the property is being taken back by the Department and the disposal date is outside their control assistance can be provided following confirmation of the action by the Home Ownership section.

16.1 Tenants of community funded housing on Aboriginal Communities or country towns may apply for the Department assistance and remain in the Community property until the Department can provide assistance in circumstances including where:

- The current community property is inadequate for the tenants needs (eg medical condition which is being caused or aggravated by the existing accommodation)
- The tenant(s) has a medical condition urgently requiring treatment not available in the area where the tenant currently resides. (Medical documentation/evidence must be supplied to support this).
- The tenant needs to relocate for personal or family safety reasons eg as a result of domestic violence, child abuse, family feuding.
- The tenant has obtained employment in another town. (Documentation/evidence must be supplied to support this). Please note this is subject to eligibility.
- The tenant lives in a community more than 50km from the nearest town and needs to relocate.

16.2 Accommodation in Aboriginal Communities and Community Housing properties in major rural towns and the metropolitan area is government funded and as such, tenants in these properties are already social housing tenants.

ELIGIBILITY RELATING TO THE AGE OF APPLICANTS

POLICY

17. Applicants must be at least 16 years of age, with no upper limit on age.
18. A senior is classified as being 55 years or above or is the spouse of such a person.

GUIDELINES & PRACTICES

- 17.1 Applicants under the age of 18 will be referred to support services, where appropriate.
- 17.2 Applicants between 16 and 18 years, who have a disability and have accommodation supports, should be referred to Housing Programs Directorate.
- 18.1 This is based on the definition of the Retirement Villages Act (1992)
- 18.2 Where possible, applicants under 55 years of age should be listed for family or singles accommodation.
- 18.3 Where local authority R codes require occupants of seniors accommodation to be of a specific age, the Department will conform to the requirements.

ELIGIBILITY RELATING TO THE PROOF OF IDENTITY (POI) OF AN APPLICANT

POLICY

19. Applicants for the Department assistance are responsible for establishing their identity and that of any dependents in order to qualify for assistance.

GUIDELINES & PRACTICES

- 19.1 Applicants must supply documents or information from different sources. The only acceptable combinations are:
- One Category A document plus one document (excluding Category D) which, in combination, confirm name and address;
 - One Category A document and a Centrelink or Veteran's Affairs verification of income document which, in combination, confirm name and address;
 - At least three Category B or C documents which, in combination, confirm name and address.
- 19.2 The address shown on any document must be identical to the address shown on the application form and other Category A documents.

Dependents

If necessary, the identity and number of dependents can be established by a letter to the applicant from Centrelink giving the names of the dependents for whom the applicant is receiving Family Allowances.

Documents Sent By Mail

20. The Department will accept POI documents sent through the mail.

- 20.1 While documents are acceptable when sent through the mail, because of the valuable nature of the documents, the Department would prefer them to be presented in person and applicants will be encouraged to present applications personally where remoteness or disability is not a factor.
- 20.2 Any Department mail room receiving POI documents will observe the following procedure:
- the documents will be recorded in a special register immediately;
 - they will be photocopied and stamped immediately;

ELIGIBILITY RELATING TO THE PROOF OF IDENTITY (POI) OF AN APPLICANT

POLICY

Cont.....Documents Sent By Mail

Applicants Born Overseas

21. Applicants may tender documents from and in the language of their country of birth.

Aboriginal And Torres Strait Islander Applicants

22. Where feasible, Aboriginal or Torres Strait Islander applicants will furnish the same POI as other applicants.

Identity Not Established

23. Applicants unable to establish identity to the Department's satisfaction and whose application has been rejected will have their POI documents and application assessed by Tier One of the Department's Housing Appeals Mechanism, who will determine the acceptability of POI documentation.

GUIDELINES & PRACTICES

- they will be returned to the applicant by registered post on the same day;
 - photocopies and stamped copies of POI documents will be attached to the application and forwarded to the relevant applications section.
- 21.1 These are unacceptable unless accompanied by a passport or other official document, detailing name at entry and resident status in Australia.
- 21.2 Documents tendered in languages other than English must be translated by a recognised translator service at the applicant's cost before being tendered. The translation and the other language document (or photocopies) must be placed on file.
- 22 Aboriginal or Torres Strait Islander applicants unable to provide documents listed in Category A, B and C are able to provide:
- A reference from a recognised Aboriginal or Torres Strait Islander organisation; or
 - A letter from any reputable person (eg a doctor) or elder who is able to confirm identity.

- 23.1 Applicants must be advised of their right to appeal.

ELIGIBILITY RELATING TO THE PROOF OF IDENTITY (POI) OF AN APPLICANT

POLICY

POI For Subsequent Applications

24. Applicants making a subsequent application may have their original application classed as one Category A document.

GUIDELINES & PRACTICES

24.1 This will apply to applicants whose application has been withdrawn and not reinstated due to such reasons as being past turn for assistance.

24.2 If the Department no longer holds the original application, this will not apply.

24.3 The signature on the original application must match the signature on the new application.

24.4 This will only apply where POI was fully established with the original application.

POI DOCUMENTATION

Category A

Documents in this category are regarded as sound because of the difficulty in obtaining them and because they are less likely to be stolen or illegally obtained.

- Australian passport.
- Certificate of Australian Citizenship.
- Citizenship papers.
- Overseas passport stamped for entry to Australia.
- Original Australian birth certificate for claimant issued more than five years ago.
- Original Australian birth certificate for claimant's child issued more than five years ago.
- Australian birth extract issued more than five years ago.
- Document of identity issued by Department of Foreign Affairs.
- Child or partner's original death certificate issued by a government department more than five years ago which shows the applicant's name.
- Australian Armed Services discharge documents.
- Previous Department record of application if POI was satisfactory and if claimant can confirm details held on these records. The signature on the claim form must match the signature on any previous file papers.

ELIGIBILITY RELATING TO THE PROOF OF IDENTITY (POI) OF AN APPLICANT

POLICY

GUIDELINES & PRACTICES

Category B

These are acceptable documents either because of their personal nature or because of the time they need to be held.

- Original Australian Marriage Certificate issued by a government department.
- Apprenticeship indenture papers.
- Tradesperson's Certificate of Proficiency.
- Nurse's Registration Board documents.
- Divorce papers.
- Original Australian Birth Certificate for claimant issued between one and five years ago.
- Original Australian Birth Certificate for claimant's child issued between one and five years ago.
- Australian Birth Extract issued between one and five years ago.
- Taxation assessment notice.
- Life Insurance policies.
- Change of name (by Deed Poll) more than twelve months old.
- Legal documents such as Restraining Order, Peace Order, Adoption papers, Maintenance agreement, attested Will, Power of Attorney and document of appointment as a JP.
- Child or partner's original Death Certificate issued by a government department between one and five years ago which shows the applicant's name.

ELIGIBILITY RELATING TO THE PROOF OF IDENTITY (POI) OF AN APPLICANT

POLICY

GUIDELINES & PRACTICES

Category C

These documents are similar to Category B documents. The difference is that these are only acceptable with qualifications. This category of document should be treated with caution and dealt with in accordance with instructions.

- Prisoner Discharge Certificate (offered on release).
- Hire Purchase agreement, if authenticity is validated.
- Letter from a government department, provided address on the letter matches address on the application.
- Current medical contribution book that is more than 12 months old.
- Motoring organisation membership document that is more than 12 months old, as long as address matches that on the application.
- Bankbook, Credit Union or Building Society accounts showing transactions for at least 12 months.
- Overseas documents, if they are offered with a passport stamped for entry to Australia.
- Motor Vehicle Registration papers, showing a cash register imprint as long as they show the same address as that on the application.
- Motor Vehicle Driver's License, learner's permit or provisional license as long as they show signature and/or photo and the same address as that on the application.
- Insurance renewal documents as long as they show the same address as that on the application.
- Change of name which is less than 12 months old, if offered in conjunction with other documents showing new name for more than 12 months. This must be accompanied by documents showing that the client was using the new name before changing it legally.
 - Legal documents such as: Summons, Bail papers or Traffic Infringement notice, if offered with Motor Vehicle Registration papers.
 - Electricity account if address matches claim and there is a cash register imprint.
- Telecom account if address matches claim and there is a cash register imprint.

ELIGIBILITY RELATING TO THE PROOF OF IDENTITY (POI) OF AN APPLICANT

POLICY

GUIDELINES & PRACTICES

Category D

Category D documents are those which are NOT ACCEPTABLE to the Department under any circumstances. They are not acceptable because they have no intrinsic value, are usually cheap to obtain and invariably have little or no control at the point of issue.

- Birth Certificate issued less than 12 months ago.
- Birth Extract issued less than 12 months ago.
- Group Certificates are unacceptable unless all of the checks at Category C are carried out.
- Marriage Certificate issued by a Church or non government body.
- Employer ID card.
- Student card.
- Electricity, Phone or Gas account, if address does not match claim and the account has no cash register imprint.
- Baptismal certificate.
- Bankbook, Credit Union, Building Society accounts less than 12 months old.
- Credit card.
- Automatic bank teller card.
- Library card.
- Medicare card.
- Union card.
- Shooter's/Fishing License.
- Video Club membership.
- Sporting awards.
- Social Club membership.
- Youth Hostel card.
- Hospital outpatients card.
- Airline ticket.

ELIGIBILITY RELATING TO APPLICANTS WITH A DEBT TO THE DEPARTMENT OF HOUSING

See also DEBT DISCOUNT SCHEME POLICY

PREAMBLE

Many tenants who make application for further public rental housing assistance have debt from a previous Department assistance. The previous assistance will be from either a previous tenancy, a Bond Assistance Loan (BAL) or a combination of both. It is an unsatisfactory business practice to re-house persons who owe money and the Department requires applicants to repay the debt before further assistance is given. Discretion is available for applicants with extenuating circumstances (example, Domestic Violence). See DISCRETIONARY DECISION MAKING POLICY.

It must be appreciated that if some tenants do not pay their debt to the Department, there is less money for public housing generally and other applicants will have to wait longer to be assisted.

It is also an unsatisfactory business practice to lend money for a BAL, to persons who have not fully repaid the previous loan.

This policy is applicable to applicants for public rental housing, who include a partner or other people to be housed on their application, who have a debt to the Department from a previous assistance, regardless of whether that person/s intend to sign the tenancy agreement.

The policy is also applicable to applicants for rental assistance, on a wait turn or priority basis, with discretion available where necessary. (See DISCRETIONARY DECISION MAKING POLICY).

It must also be noted that the Department does not exercise a legal right to Joint and Several Liability and that joint applicants need only repay a proportion of the debt equal to the number of other tenants and need not accept responsibility for the proportion of the debt of the other party/s.

POLICY

25. Applicants with a debt to the Department will be requested to make arrangement to repay their debt; if applicable they may make application to participate in the Debt Discount Scheme

Proposal To Repay The Debt

26. An applicant requiring further public rental housing with a debt to the Department must enter into a proposal to repay the debt on application for assistance registered. The Applicant may apply to participate in the Debt Discount Scheme.

GUIDELINES & PRACTICES

- 25.1 Also see DISCRETIONARY DECISION MAKING POLICY.

- Bankruptcy policy suspended May 2001. Debt repayment does not apply to the bankruptcy component of any debt – this debt is non-recoverable.

- 26.1 A registered application is one that is registered with the date of application but does not accrue time on the waiting list. However, when the debt is repaid, the application is given the benefit of the listing date and credited with the time accrued from that date. If payments are defaulted, the application may be withdrawn.

- 26.2 Any outstanding debt must be paid off in regular instalments, as agreed by the proposal.

ELIGIBILITY RELATING TO APPLICANTS WITH A DEBT TO THE DEPARTMENT OF HOUSING

POLICY

27. The proposal to repay the debt will be confirmed in writing with the applicant and include an itemised account of the debt. The Applicant may apply to participate in the Debt Discount Scheme.
28. Any applicant who defaults on a proposal to repay may have their application for assistance withdrawn and will be required to reapply for further assistance. The Applicant to be advised and may make application to participate in the Debt discount Scheme

Debt Subject Of Dispute

29. Where the debt is the subject of a dispute, which is pursued through court action or the Departments Housing Appeals Mechanism, no action will be taken until the process has been completed.

Referral To Commercial Debt Collection Agency

30. A debt will only be referred to a commercial debt collection agency, after all approaches from the Department have failed.

GUIDELINES & PRACTICES

- 28.1 See 26.1.
- 28.2 The decision to withdraw the application will take into account the repayment history. Contact will be made with the applicant where possible, to ascertain whether there are any extenuating circumstances contributing to the default. Any future application after an application has been withdrawn may not have the benefit of the earlier listing date.
- 29.1 This includes entering in to a proposal to repay the debt.
- 30.1 Where personal contact can be made, the debtor will be contacted by the Department, advised of the debt and the intention to refer to a commercial agency and offered an opportunity to make repayment.

ELIGIBILITY RELATING TO APPLICANTS WITH A DEBT TO THE DEPARTMENT OF HOUSING

POLICY

Statute-Barred Debt

31. Under the Limitation Act 2005 (WA) the period for a tenancy debt is 6 years. Expiration of the period does not expunge the debt as if it never existed but once this period has elapsed, the debt becomes "statute-barred" and legal recovery is not permitted.

Under the Bankruptcy Act 1996 (Cth), where a client declares bankruptcy, the debt becomes "statute-barred", subsequent discharge of the bankruptcy relieves the customer of the legal liability to repay the debt, but it does not expunge the debt as if it had never existed.

Repayment of statute-barred debts will not be pursued by the Department and will not preclude further assistance being offered by the Department.

GUIDELINES & PRACTICES

- 31.1 Repayment of statute-barred debts cannot be actively pursued.
- 31.2 Statute-barred debts can be reactivated if a client makes a payment or provides the Department with written acknowledgement that the debt exists. The debt then becomes Written Off Recoverable and standard recovery procedures resume.

**ELIGIBILITY RELATING TO AN APPLICANT WITH A PREVIOUS TENANCY HISTORY WITH
THE DEPARTMENT – SUCH AS DEBT, DISRUPTIVE BEHAVIOUR , PREVIOUS PROPERTY STANDARDS**

POLICY

Further Assistance

32. The Department reserves the right to refuse assistance, or place conditions on further assistance, to any applicant with substantiated breaches of the tenancy agreement or the Residential Tenancies Act 1987 (RTA). This applies to applicants for both wait turn and priority assistance.

An applicant with a previous tenancy history including debts, property standards and disruptive behaviour are to have their application referred to the Regional Manager, Assistant Regional Manager, Manager Housing Service, Manager Client Service or Area Manager for a decision under the Discretionary Decision Making Policy

GUIDELINES & PRACTICES

32.1 Under Section 15(e) of the Housing Act (1980), the Department has the right to refuse any application'

Interview

If an applicant is refused assistance an interview will be offered where the reasons for refusal will be explained and the applicant given an opportunity to respond.

Applicants are encouraged to bring an advocate to the interview if they wish.

The interviewing officer is to assess the current circumstances of the applicant and their ability to access alternative housing options.

Applicants may then be offered alternative options such as:

- The Homeless Advisory Service (Ph 1800 065 892);
- Supported Assistance Accommodation Program;
- Home ownership schemes (e.g. Goodstart and other Keystart options);
- A referral to other Agencies who may be able to assist.

If, after the interview, the decision to refuse assistance remains unchanged, the decision is to be reviewed by the Manager Housing Services or the Regional Manager

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ELIGIBILITY RELATING TO AN APPLICANT WITH A PREVIOUS TENANCY HISTORY WITH THE DEPARTMENT – SUCH AS DEBT, DISRUPTIVE BEHAVIOUR , PREVIOUS PROPERTY STANDARDS

POLICY

GUIDELINES & PRACTICES

Cont... Further Assistance

32.2 Conditional acceptance

Examples of conditions that may be placed, subject to further assistance

- The applicant agrees to use the Support and Tenant Education Program (STEP)
- The applicant agrees to use a form of direct deduction for rental payments, or a bill paying service.
- The applicant agrees to restrictions upon household composition.
- The applicant agrees to conditions re the sale of private property.

32.3 Further public rental assistance will be declined to any applicant who has been convicted of an offence amounting to the operation, or intent to operate, a drug laboratory from public housing premises.

ELIGIBILITY RELATING TO A BANKRUPT APPLICANT

PREAMBLE

- The Department customers who have made application for bankruptcy which includes a debt to the Department for rental assistance or Bond Assistance Loan (BAL), and who apply for further assistance subsequent to the bankruptcy, will have their application assessed by and in the same eligibility criteria as any other applicant. Bankruptcy Policy suspended 16 May 2001. Debt repayment does not apply to the bankruptcy component of any debt – this debt is non-recoverable.

Tenants in Occupation are also covered by this policy, but for specific criteria for tenants, see TENANT ELIGIBILITY POLICY.

POLICY

Proof Of Bankruptcy

33. The Department requires documentation from the Insolvency and Trustee Service, as proof of bankruptcy.

Lodgement Of Claim By The Department

34. When a customer with a debt to the Department makes application for bankruptcy, a proof of debt claim will be lodged with the Official Receivers Office.

GUIDELINES & PRACTICES

33.1 Undischarged bankrupts must provide their pink card.

33.2 Discharged bankrupts must provide their Discharge Certificate.

34.1 The minimum amount submitted to the Insolvency and Trustee Service (ITSA) for write-off, is \$50.

ELIGIBILITY RELATING TO OTHER CRITERIA

POLICY

Principal Place Of Residence

35 Applicants must reside in the allocated property as their principle place of residence.

Different Region

36. Applicants must be eligible for the region in which they are currently residing at the time of application, regardless of the fact that the application is for a different region for which they may be currently ineligible. However, they must satisfy the eligibility requirements of the region of choice at allocation.

The Department Staff Member, Friends Or Relatives

37. Employees of the Department who are eligible for public rental housing may make application for assistance, but their application must be approved by the Department's Executive, prior to an allocation.

38. Friends and relatives of the Department's employees making application for assistance will have their application treated the same as any other customer making application for assistance.

GUIDELINES & PRACTICES

35.1 See TENANT ELIGIBILITY POLICY re absence from property and sub letting.

36.1 Example: an applicant residing in a region covered by the North West and Remote income criteria for which he/she is currently eligible, may apply for assistance in a region covered by the Metropolitan and Country income criteria, although not income eligible for those regions at time of application.

37.1 This is not a requirement of the Housing Act (1980) but is to ensure the integrity of the process.

37.2 Prior to the allocation of a property the Regional Manager of the region concerned must present a submission to the Executive outlining the details of the application.

37.3 If an application is rejected, a written copy of the reasons must be placed on the employee's file.

38.1 Staff must pass the administration of the Department service for a relative or friend to a senior officer, if there is any likelihood of a perception of favours or other difficulties.

38.2 Examples of unethical behaviour regarding dealing with services to employees or friends:

- Allocating a rental property ahead of turn
- Ignoring guidelines for eligibility
- Awarding consultancy contracts outside of prescribed guidelines.

ELIGIBILITY RELATING TO OTHER CRITERIA

POLICY

Cont...The Department Staff Member, Friends Or Relatives

People Required To Prove Eligibility

39. Applicants, partners and co-applicants must prove eligibility for assistance and all household members must be eligible regarding a debt to the Department.

Eligibility Regarding Household Types.

40. Applicants make application for assistance according to their family and household composition.

GUIDELINES & PRACTICES

- Providing sensitive or confidential information
- Approving maintenance outside of prescribed guidelines.
(All work that is required to be carried out on properties known to be occupied by employees or relatives of the Department employees must be authorised by regional management. See Employee – Maintenance Policy in Maintenance Policy Manual).

39.1 All persons signing the tenancy agreement on the allocation of a property, must prove eligibility for assistance.

39.2 See also – Definition of other household members, and Further Assistance (Debt) Policy.

40.1 Household types:

- Single -singles under 55 years of age; single seniors 55 years and over.
- Couple - no children (either 55 years and over seniors, or 55 years and under).
- Family – couple or single parent and dependent or non-dependent children.
- Shared – people not in a family relationship sharing accommodation. In a shared tenancy all applicants are regarded as co-applicants and will be assessed for eligibility on their individual basis. Adults will be allocated a bedroom each.

ELIGIBILITY RELATING TO OTHER CRITERIA

POLICY

Cont...Eligibility Regarding Household Types.

41. Applicants anticipating that their household type may change prior to the allocation of a property may make application according to the anticipated changes. However, the household must conform to that requirement at allocation.

Appeal Regarding A The Department Decision Relating To Eligibility For Assistance.

42. Applicants can appeal regarding any decision made in relation to their eligibility for assistance.

GUIDELINES & PRACTICES

Example:

- Three single people, related or unrelated, wishing to share accommodation.
- Two single mothers with dependants, wishing to share
- (Adults will be allocated a bedroom each and the children in relation to gender and age.)

41.1 Example: Families expecting a child, migrants who are expecting family members to join them in Australia.

42.1 See HOUSING APPEALS MECHANISM POLICY.

WAITING LIST

MANAGEMENT

POLICY



Government of **Western Australia**
Department of **Housing**

WAITING LIST MANAGEMENT POLICY

PREAMBLE

Applicants will be assisted according to the date of their approved housing application (i.e. the next client on the list is offered the next available property), except where applicants are approved priority assistance.

The Department conducts an annual review of all waiting applicants to confirm their continued need for housing. Applicants on the waiting list need to inform the Department of any changes in their circumstances including changes to income, assets or a change of address.

POLICY

Listing

1. Applicants will be listed for assistance in date order of their application being approved.
2. An applicant's listing date will be the date that the application was received and all required documentation confirming the applicant's eligibility.

Annual Housing Application Review

3. Applicants will be contacted on a yearly basis as part of the Annual Housing Application Review process in order to confirm their personal details, ongoing eligibility for assistance and continued need for public housing.

GUIDELINES & PRACTICES

- 2.1 Applications are acceptable whether presented in person or lodged by mail.
- 2.2 Applications that are incomplete and/or incorrect, will not be regarded as having a listing date until all information is received and correct.
- 2.3 Incomplete or incorrect applications will be returned to the applicant with a request for the correct information, and not recorded by the Department.
- 2.4 Applicants with a debt – Refer to the ELIGIBILITY POLICY 'Further Assistance'.
- 3.1 Applicants that declare themselves to be eligible during the Annual Housing Application Review process are not required to provide documentary proof unless requested by an officer of the Department.

WAITING LIST MANAGEMENT POLICY

POLICY

4. Applicants must declare their ongoing eligibility on the Annual Housing Application Review form and meet the Department's asset and income eligibility limits to remain on the waiting list.

5. Applicants that do not return the Annual Housing Application Review form will have their housing application withdrawn.

Zone/Country Town Of Choice

6. Applicants may apply for one zone only in the Metropolitan area, or nominate the town of their choice if applying for the country.

GUIDELINES & PRACTICES

3.2 Applicants that declare themselves to be ineligible during the Annual Housing Application Review process are required to provide documentary proof so the Department can undertake an eligibility check to ensure the applicant has assessed their eligibility correctly.

4.1 Eligible applicants will continue to be listed for an offer of accommodation.

4.2 Applicants that do not declare their eligibility on the Annual Housing Application Review form and can not be contacted will have their housing application withdrawn

4.3 Where the Department can not contact applicants that declare themselves ineligible on the Annual Housing Application Review form, as they have not provided documentary proof, their application will be withdrawn.

4.4 Where an applicant is living in the North West or Remote area and their application is listed in the Metro or Country area refer to the ELIGIBILITY RELATING TO OTHER CRITERIA POLICY, 'Different Region'.

5.1 If the Department is unable to contact the applicants to determine their ongoing eligibility, the application will be withdrawn.

WAITING LIST MANAGEMENT POLICY

POLICY

Partners and Co-Applicants

7. If applicants, partners and/or co-applicants decide not to continue with their shared application, both applicants may receive the benefit of the listing date.

Transfer Of Application

8. A wait turn applicant may request that the application be transferred to another zone or region and keep the same listing date.

Withdrawn Applications

9. An applicant whose application has been withdrawn may appeal against the decision within 12 months of the decision being made.

GUIDELINES & PRACTICES

- 7.1 If a partner and/or co-applicant was added to the application after the original listing date then their listing date will be the date they were included in the application.

- 7.2 It may be necessary to re-establish eligibility due to changed circumstances.

- 8.1 An applicant can have their wait turn application transferred to a zone or region of either high or low demand, even if their listing date is past turn for assistance.

- 9.1 Applicant must be advised of the avenue of appeal available through the HOUSING APPEALS MECHANISM POLICY.

- 9.2 Reasons for a withdrawn application include but are not limited to:

- Ineligibility
- No response to the Annual Housing Application Review form
- Unclaimed mail
- No response to mail
- Leaving WA for longer than six months

WAITING LIST MANAGEMENT POLICY

POLICY

Reinstatement Of Applications

10. Applications which have been withdrawn may be reinstated due to a successful appeal by the applicant and will be given the benefit of the original listing date.

GUIDELINES & PRACTICES

- 10.1 Applications which have been withdrawn for more than two years should generally not be re-instated as applicants are contacted yearly during the Annual Housing Application Review process. A request for reinstatement will be considered on the individual circumstances of the applicant.
- 10.2 Whether an application is reinstated will depend upon the reason it was withdrawn. Examples of reasons for reinstatement of an application include, but should not be restricted to:
 - mail incorrectly addressed
 - mail never received – the benefit of the doubt should be given when applicant claims that:
 - He/she has not changed address yet did not receive mail;
 - Did change address and was receiving Bond Assistance and thought that details on the rental application would be updated.
 - Compassionate grounds which occurred at the time mail was sent, which could have caused the applicant not to respond, e.g.
 - personal or family tragedy;
 - illness;
 - literacy or language problems
 - frequent changes of address due to the need to find temporary accommodation
- 10.3 An applicant, partner and/or co-applicant is required to provide current proof of income and assets to meet the Department's eligibility criteria before their application can be reinstated.

WAITING LIST MANAGEMENT POLICY

POLICY

GUIDELINES & PRACTICES

Past Turn For Assistance

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| <p>11. Applicants whose application passes the turn reached date for their zone or district of choice will not have their application withdrawn. They will be made a valid offer of accommodation as soon as possible and if declined without a valid reason, their application will be withdrawn.</p> <p>12. Applicants who have their application re-instated and whose listing date is past turn reached for their nominated zone or district will be treated the same</p> | <p>11.1 In considering reasons for re-instating applications past turn reached for assistance, all circumstances should be taken into account.</p> <p>11.2 See ALLOCATIONS POLICY</p> |
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Changes During The Waiting Period

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| <p>13. Applicants must advise the Department of any change of circumstances while waiting for assistance.</p> <p>14. Applicants who leave Western Australia for longer than six months are withdrawn.</p> | <p>13.1 Eg change of address, name, family size, transfer to different region, need for priority assistance.</p> <p>13.2 Unclaimed mail or the failure to respond to mail will result in the application being withdrawn.</p> <p>13.3 Changes of address may be notified by:</p> <ul style="list-style-type: none">• A letter of advice from the applicant• The completion of a change of address form from the Department• By telephone (this should be acknowledged in writing)• All such information received should include the old and new address. |
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WAITING LIST MANAGEMENT POLICY

POLICY

Applicant With A Prior Debt To The Department

15. Refer to the ELIGIBILITY POLICY, 'Further Assistance'.

Status Of Application

16. A region will assess the status of an application as to whether it is wait-turn or priority.

Community Housing Applicants

17. Applicants that have nominated that they would like to be considered for a community housing property will be listed for assistance in order of their listing date.

GUIDELINES & PRACTICES

- 16.1 A wait turn application being transferred to another region will have the same listing status. A priority application will be assessed by the region where the applicant wants to be housed.
- 16.2 Applicants will need to be advised of the lack of preferred accommodation in each region.
- 16.3 The region to which the applicant is transferring must be advised of any debt associated with the transferred application.

ALLOCATIONS

POLICY



Government of **Western Australia**
Department of **Housing**

ALLOCATIONS POLICY

PREAMBLE When an applicant's turn is reached on the waiting list, an appropriate rental home will be allocated. The size and type of accommodation will be appropriate to the needs of the household.

Applicants, partners and/or co-applicants must be eligible at the time of application, while on the waiting list and before an offer of housing is made.

POLICY

Eligibility

1. An applicant must be eligible on all categories before the offer of housing is made.

Applicants With An Interest In Residential Property

2. Applicants with an interest or joint interest in residential property are not eligible for the Department's assistance.

Housing Needs

3. Accommodation will only be offered which is in keeping with medical/paramedical advice that the applicant has provided

Family Size

4. An applicant will be allocated accommodation containing the number of bedrooms to match family size.

GUIDELINES & PRACTICES

- 1.1 See Eligibility Policy

- 2.1 Examples where an applicant owning private property can be allocated accommodation on compassionate grounds:

- An applicant experiencing difficulties in a property settlement due to marital breakdown.
- An application escaping domestic violence
- Existing home unsuitable due to disability

- 2.2 Put the file in "bring up" to ensure that the situation re the sale of the property is monitored.

- 2.3 See also Eligibility Policy

- 3.1 Accommodation will not be offered which is against medical /paramedical advice provided despite any pressure from a customer/advocate to offer any available property for consideration

- 4.1 Single person (under 55) – one bedroom flat, bedsitter, one bedroom townhouse.

- Lodging house accommodation will only be allocated to persons requesting this type of accommodation or through the Homeless Advisory Service.

ALLOCATIONS POLICY

POLICY

Cont.....Family Size

GUIDELINES & PRACTICES

- 4.2 Single person (senior, 55 years and over) – bedsitter, one bedroom flat, one bedroom townhouse, one bedroom duplex, lodging house accommodation.
- 4.3 Couples (senior) the same allocation as for singles (senior), excluding bedsitter accommodation. See Also 4.18.
- 4.4 Couples and sharers (no children) - one or two bedroom accommodation of any type. Number of bedrooms will be dependent upon demand and turnover. See also 4.18.
- 4.5 Family, single parent, one child – two bedroom accommodation (but 3 bedroom may be allocated depending on housing stock/demand).
- 4.6 Family, single parent, two children - two or three bedroom accommodation, depending on gender of children and housing stock/demand.
- 4.7 Family, single parent, three children - three bedroom.
- 4.8 Family, single parent, four children and above - bedroom allocation will depend upon gender of children.
- 4.9 Where there is limited or no demand, applicants may be allocated accommodation in excess of their entitlement and general eligibility.
- 4.10 Special consideration may be given to an allocation where there is considerable age difference between children of the same gender and an extra bedroom allocated, depending upon housing stock/demand and the willingness of the applicant to wait longer if necessary.
- 4.11 Single people sharing a tenancy will be allocated a bedroom each.
- 4.12 Single people with dependent children sharing a tenancy will be allocated a bedroom each, with the bedroom allocation for dependents depending upon the number and gender.

ALLOCATIONS POLICY

POLICY

Cont.....Family Size

GUIDELINES & PRACTICES

- 4.13 A relationship between two adults applying to share will only be recognised when declared as such by the applicants.
- 4.14 Applicants with children up to six years of age should be given the option of accepting upper floor flats, but advised of the possible danger and difficulties with children in such accommodation.
- 4.15 An applicant who is pregnant may be eligible for an increase in bedroom allocation

4.16 Access to Children

Where applicants have access arrangements for children equalling approximately 50% of time or more, an appropriate bedroom number will be allocated. Such applicants will be advised by letter that they must advise the Department immediately of any alteration to the access arrangements.

In making the assessment of 50% of time, consideration must be given to cultural considerations, in which children stay with people on an irregular basis. Example: Aboriginals, who frequently care for grandchildren. (See also CULTURAL DIVERSITY AND LANGUAGE SERVICES).

Example:

An arrangement where the children spend a week about, or half a week with each parent. (Where children stay only on weekend access – for example – casual sleeping arrangements can be made for them).

Proof of Access

- A letter from the custodial parent confirming the arrangement; or
- A court order regarding access arrangements.

ALLOCATIONS POLICY

POLICY

Cont.....Family Size

5. Applicants With A Prior Debt To The Department

GUIDELINES & PRACTICES

- 4.17 A tenant with limited access may be offered accommodation in an area or accommodation type of low demand where they are able to have bedrooms in excess of entitlement. (See 4.9).
- 4.18 Consideration will be given to applicants with a special need for an extra bedroom allocation. Documentary evidence may be required. The probability of a longer wait for an extra bedroom (if applicable) must be explained to applicants.
- Senior's (55 and over) may be allocated two-bedroom accommodation this will be dependant upon the availability of stock and the needs of the applicant. Consideration will be given to applicant's medical condition and requirements, family responsibilities and couples.
- 4.19 Sleep-out –Definition
- Usually, a sleep out is an enclosed verandah or porch. It has a sloping roof, window (possibly louvers) a power point, light and a door opening onto the verandah. It is fully lined, although the roof may be lined on an angle.
- A fully enclosed sleep-out is regarded as a bedroom. However discretion should be used in allocating a property with a sleep-out, taking into account the ages and gender of children to be housed. Where the sleep-out is to be regarded as a separate bedroom, it should have the same level of security as the rest of the house.
- 4.20 An applicant requiring 4-bedroom accommodation may be allocated 3 bedroom accommodation and be listed for 4 bedroom accommodation on a wait turn basis. This must be documented as a Discretionary decision.

- 5.1 See ELIGIBILITY POLICY

ALLOCATIONS POLICY

POLICY

GUIDELINES & PRACTICES

Previous Tenancy History

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| <p>6. Where a tenant has substantiated breaches of tenancy from previous assistance, he/she may be required to wait longer than usual for assistance while the debt is repaid or a suitable property is located.</p> <p>7. Applicants will be advised immediately a suitable property becomes available.</p> | <p>6.1 Breaches (e.g. Debt or nuisance behaviour) must be documented on file.</p> <p>6.2 See Eligibility Policy</p> <p>7.1 Contact should be made, preferably while the property is still occupied or under maintenance, to facilitate early occupation. (Under the RTA, tenants must give 21 days notice of intention to vacate and the landlord may show premises to prospective tenants during this time).</p> <p>7.2 Contact should be made by telephone in all circumstances where there is a telephone contact number, in order to make the offer as soon as possible.</p> <p>7.3 Where there is no telephone, contact will be made by post, courier or personally, allowing three working days for a reply. This applies to properties under maintenance, or ready for occupation.</p> <p>7.4 If the letter is returned “marked return to sender”, the application is withdrawn.</p> <p>7.5 If there is no response, a “still interested” letter is sent, allowing five working days for a reply in the metropolitan area and fourteen days in the country. Failure to respond to this correspondence will result in the application being withdrawn (see WAITING LIST MANAGEMENT POLICY).</p> |
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ALLOCATIONS POLICY

POLICY

Cont.....Applicants will be advised immediately a suitable property becomes available.

GUIDELINES & PRACTICES

- 7.6 Applicants should be given the opportunity to inspect the property under offer, internally. If it is under maintenance, explain this to the applicants and provide them with a copy of the job orders (costs may be deleted) so that they are aware of which specific improvements will be made.
- 7.7 An applicant must be eligible for assistance before an allocation of a property can be made and a full eligibility check must be undertaken.
- 7.8 **Property under Maintenance** The applicant is required to sign a written statement to the effect that he/she has understood that maintenance is being undertaken on the property and they will take this factor into account when making a decision regarding the suitability of the property.
- 7.9 **Property under Construction** An applicant being offered a property that is under construction may defer the acceptance or decline of the property until keys are available for them to view the property internally. This will enable them to make a decision regarding the suitability of the property.(Excludes purpose built properties for people with disabilities)
- 7.10 **Property subject to Redevelopment** An applicant being offered a property subject to redevelopment must have the situation clearly explained to them regarding property maintenance and the possibility of the allocation of a newer home in the future.

(See also 6.8, which is also applicable to redevelopment properties).

ALLOCATIONS POLICY

POLICY

Formalities Of The Tenancy Agreement

8. Sign-up: Guidelines for authorising officers.

GUIDELINES & PRACTICES

- 8.1 Requirements under the Residential Tenancies Act
Applicants must be given a copy of the Form 1AC – Information for Tenant and a copy of the Ingoing Tenant's Pack.
- 8.2 Applicants in paid employment must supply the name and address of their place of employment.
- 8.3 Tenancy Agreement**
If the applicants are partners, the Tenancy Agreement must be in joint names, unless the applicants request otherwise and provide a reason acceptable to the Department.
- 8.4 The responsibilities and liabilities of a joint tenancy should be fully explained to the applicants. (They are jointly and severally liable for debts associated with the property).
- 8.5 If it is a shared tenancy, a joint tenancy should be used.
- 8.6 Tenants must be given time to read the Tenancy Agreement and ask questions.
- 8.7 Property Condition Report (PCR)**
The PCR must be undertaken on site where possible and must be fully explained and arrangements made for its collection within 7 days.

ALLOCATIONS POLICY

POLICY

Cont.....Formalities Of The Tenancy Agreement

GUIDELINES & PRACTICES

8.8 Rental Payments

Tenants must have the payment options carefully explained.

Payment options include:

- a) Centrelink Direct Deduction (for Centrelink recipients)
- b) Direct Debit from a Bank account
- c) Direct Deduction from wage/salary
- d) The Department's Card

Clients receiving Centrelink pensions should be advised of the benefits of making their rental payments by Centrelink Direct Deduction.

Note: Rental Payments cannot be paid at the Department's offices

8.9 Under the RTA, in the first instance at sign up, the tenant is only obliged to pay two weeks rent. The interval of rental payments (eg weekly, fortnightly) after the initial payment must be negotiated at sign up and documented.

At the time of signing-up for a tenancy the Department will require the tenant to pay a maximum of two weeks rent to conform with Section 28 of the *Residential Tenancies Act*. They will be advised of the amount of money owing when their Centrelink Direct Deduction (CLADD) commences to maintain their rental account two weeks in advance. The tenant may then elect to have the full amount cleared with their first CLADD payment, enter into a clearing arrangement on CLADD or undertake to make the payment at an Australia Post office. See also Tenancy Management Policy

ALLOCATIONS POLICY

POLICY

Cont.....Formalities Of The Tenancy Agreement

GUIDELINES & PRACTICES

- 8.10 The need to keep rental payments in advance must be fully explained to the applicant.
- 8.11 A rent assessment must be completed if applicable.
- 8.12 If applicable, proposal to repay other debts remaining must be renegotiated and signed.
- 8.13 Applicants from a Culturally and Linguistically Diverse Background**
If a customer has nominated an interpreter on the application form, the sign up must be undertaken with the assistance of a Department on-site interpreter if the language spoken is one offered as part of this service.
- 8.14 If not, the sign-up must be undertaken with use of an interpreter.
- 8.15 See CULTURAL DIVERSITY & LANGUAGE SERVICES POLICY.
- 8.16 Applicants with Literacy Problems, Intellectual or Physical Disabilities (eg sight or hearing impaired)**
If applicants have difficulties understanding their responsibilities, they should be encouraged to bring an advocate with them.
- 8.17 General**
If the applicant is accepting a property, which has a circuit breaker, he/she must be advised of this fact and how to operate it.
- 8.18 The number of people to be housed must be checked and accurately documented.

ALLOCATIONS POLICY

POLICY

Cont.....Formalities Of The Tenancy Agreement

Decline Of A Property

9 Applicants will be made one **valid offer** of accommodation in the zone or country town of their choice, unless they provide a **valid** reason for declining (see s 10 for definition of **Valid Decline**).

GUIDELINES & PRACTICES

- 8.19 The signing of the documentation should be undertaken on site where possible.
- 8.20 Details regarding next of kin must be requested. (There is no obligation on behalf of the tenant to provide these).
- 8.21 Water consumption payments must be explained to the applicants. The water meter reading on the PCR should be drawn to the applicant's attention. The need for garden maintenance must be explained. See Water Consumption Policy.
- 8.22 Where smoke detectors are installed they should be checked prior to allocation of a property, and tenant must be given instructions on how to test and advised to do so at three monthly intervals.

9.1 A **valid offer** of accommodation is one which:

- Is in the zone of the applicant's choice (as indicated on the application form); and
- Has the number of bedrooms the applicant requires; and
- Meets any special needs the applicant has (eg medical, disability).

9.2 Applicants who do not have a valid reason for declining an offer will be removed from the waiting list and will have to reapply for assistance. (See also 9 to 12.1 Priority Assistance Policy).

9.3 Applicants whose reason for decline is not regarded as valid must be advised of their rights of appeal

ALLOCATIONS POLICY

POLICY

Cont.....Decline Of A Property

Valid Decline

10. A valid decline can be made to an offer of accommodation if the offer is:

- Not in the zone of the applicant's choice; or
- Does not have the number of bedrooms the applicant is eligible for; or
- Does not meet any special needs the applicant has (e.g. medical, disability)

GUIDELINES & PRACTICES

9.4 Applicants with Limited English

Applicants with limited English must be offered the use of an interpreter if the offer is to be regarded as valid.

9.5 Medical Grounds

Applicants declining a property on medical grounds must supply medical evidence supporting their claim, when submitting reasons for a decline.

10.1 Consideration will be given to a decline made on the following grounds:

10.2 Location Examples:

- Too far from an essential amenity used frequently, such as medical, educational – special needs school.
- Too distant from transport if reliant upon public transport.
- Too distant from employment, particularly if reliant on public transport.
- Too distant from family if there is a demonstrated need for support.
- Too close to known person/s who would be troublesome to the applicant eg domestic violence, feuding between families/groups.

10.3 Unsuitable Accommodation Type

Examples:

- Medical e.g. stairs, phobias
- Lack of security for victims of family and domestic violence

ALLOCATIONS POLICY

POLICY

Cont.....Valid Decline

GUIDELINES & PRACTICES

10.4 **Changed Circumstances**

The applicant may not have advised the Department of altered circumstances since the application which render the offer unsuitable.

Examples:

- Now with a partner.
- Have extra dependants.
- Have acquired a pet.
- Changed or gained employment and offer too far from place of work.

An applicant is required to advise the Department of changed circumstances (See Waiting List Management Policy). However, if this has not been done, an applicant must advise of changed circumstances on the offer of a property before inspecting.

Any advice of a change of circumstances after a property has been inspected must be substantiated by applicant.

10.5 **Real Estate Lease**

- Applicant has signed a lease for private rental which the applicant considers would be too costly to break.
- The applicant must provide a copy of the lease agreement as evidence of his/her claims.
- A deferment will be granted for the remainder of the lease only. This will be the only deferment. Discretion will be exercised where genuine difficulties are being experienced with a private real estate lease.

ALLOCATIONS POLICY

POLICY

Cont.....Valid Decline

GUIDELINES & PRACTICES

10.6 Deferment of an Allocation

A request to defer an allocation and the length of time involved can only be made in extreme circumstances and at the discretion of the Manager Client Services or Manager Housing Services.

Examples:

- Hospitalisation
- Convalescence
- Death in a family
- Lease on private rental (See 10.5)
- Has lodged an application for Disability Services Commission support and has not yet received advice.

APARTMENT ALLOCATION POLICY

PREAMBLE

While an applicant's listing date is an important factor in allocating family apartment/flat accommodation, an application may be deferred if it is considered that the allocation would be detrimental to the applicant, or to the existing tenants in the block/apartment, or heighten or create conflict or problems in the complex/block.

POLICY

11. Allocations to apartment/flat accommodation must not be made solely upon date order of application but also have regard to:
- The needs of the applicant
 - The composition of the existing tenant group at the complex
 - Any particular problems associated with the complex
 - Any substantiated, recent or consistent breaches of the Tenancy Agreement or RTA by the applicant (private or the Department).

GUIDELINES & PRACTICES

11.1 Examples of Legitimate Deferral

- An allocation to a family with children to a complex with a significant number of seniors, who are already distressed at the noise of the children currently living at the complex/block.
- An allocation of a person or family of an ethnic group with which, there are current or historical tensions with another group already living in the complex/block.
- A person/family who are unused to medium density and/or high rise accommodation or with extended family ties.
- A person/family with a substantiated record of poor tenancy, particularly disruptive behaviour.

11.2 Children

- The placement of applicants with children below the age of 12 years in apartment and flat accommodation is not preferred.
- Any allocation of apartment/flat accommodation to applicants with children below the age of 12 years should be made carefully and with regard for the history of the block/complex, the lack of play facilities and safety issues.

APARTMENT ALLOCATION POLICY

POLICY

Cont.....Allocations to apartment/flat accommodation must not be made solely upon date order of application but also have regard to.....

Deferral Of An Allocation

12. A deferral of an allocation must be referred to the Manager Client Services, Area Manager, and Manager Housing Services for approval.

Under-Occupancy

13. An allocation to apartment/flat accommodation may be in excess of an applicant's bedroom entitlement as an incentive to occupy or to resolve a family problem.

Townhouse Complexes

14. The Apartment Allocation policy may be used to govern allocations to townhouse accommodation at the discretion of the Regional Manager

GUIDELINES & PRACTICES

- The placement of applicants with children 6 years of age or below in above ground level apartment and flat accommodation should only occur at the applicant's insistence.

11.3 Housing Services Officer

Any allocations to an apartment/flat complex must be made in conjunction with the Housing Services Officer responsible for the block/complex.

13.1 Examples:

- A single person may be allocated two or three bedroom accommodation.
- A single non-custodial parent with limited access to children may be allocated a bedroom for the children, despite the fact that they stay for limited periods only.
- A tenant wishing to sponsor relatives under an assurance of support may be allocated sufficient bedrooms for the sponsored family.
- A senior may be permitted accommodation with sufficient bedrooms for grandchildren to stay over.

TENANCY

MANAGEMENT

POLICY



Government of **Western Australia**
Department of **Housing**

TENANCY MANAGEMENT POLICY

PREAMBLE

This section deals with policies relating to the occupation of the Department' property. It also deals with the rights and responsibilities of a tenant and the contractual arrangement of tenancy.

Where a tenant does not adhere to the contractual obligations of the Tenancy Agreement the Department will take legal action to recover its property within the provisions of the *Residential Tenancies Act 1987* and reserves the right to withhold future tenancy assistance.

Where an Aboriginal or Torres Strait Islander tenancy is in jeopardy, the Regional Recovery Officer must consult and/or refer tenants to the Aboriginal Customer Support Officer employed in the relevant office, wherever possible.

Other sections relating to the occupation of a Department tenancy are in a number of other policy categories dealing with specific issues, such as tenant liability, water consumption and transfers and these categories should be consulted in reference to a particular issue.

The Department also has responsibilities under the contractual obligations of tenancy. These are:

- To provide security of assistance to tenants who abide by the conditions of their Tenancy Agreement and the *Residential Tenancies Act 1987*.
- To provide possession of a property which is clean and in good repair.
- To provide a tenant with quiet enjoyment of a property and only seek entry according to the provisions of the RTA.
- To provide a secure premises.
- To pay local authority and Water Corporation Rates.
- To provide and maintain the property in a reasonable state of repair and to be responsible for all maintenance and repairs that are not due to neglect, misuse, wilful damage and rubbish.
- To comply with relevant building, health and safety laws.
- To provide the tenant with a copy of the Tenancy Agreement.
- To keep density accommodation pest free, with limited responsibility for single detached accommodation.
- To ensure the privacy and confidentiality of tenants.
- To inspect the property to maintain contact with tenant and for asset management purposes.

TENANCY MANAGEMENT POLICY

POLICY

Major Responsibilities Of A Tenant

General

1. A tenant must abide by the conditions of the Tenancy Agreement and the *Residential Tenancy Act 1987 (RTA)* if continuation of the tenancy is to be assured.
2. A tenant must honour his/her financial responsibilities pay the rent payments as agreed and advise the Department immediately of any increase of household income in excess of \$10 per week.
3. A tenant is responsible for the payment of all water consumption, gas, electricity, and telephone charges relating to the property and for contents insurance if required.
4. A tenant may not do anything on the premises, or permit someone else entering the premises with the tenant's permission to do anything, which causes a nuisance

GUIDELINES & PRACTICES

- 1.1 It is a principle of the Housing Act 1980 that people in public rental housing shall have security of assistance, subject to the fulfilment by the tenant of the tenancy conditions.
- 2.1 This includes additional household occupants, where those persons are in receipt of an income.
- 2.2 Rental payments are made by either:
 - Centrelink (CLADD) for pension and beneficiary recipients.
 - Direct Bank Debit or direct deduction from salary
 - The Department Card
- 2.3 All rental payments must be at least one payment in advance.
- 4.1 A tenant is responsible for the actions and behaviour of visitors to the property.
- 4.2 Nuisance is defined as disruptive behaviour which substantially interferes with one or more neighbour's use or enjoyment of their premises

TENANCY MANAGEMENT POLICY

POLICY

5. A tenant must not use the premises or permit the premises to be used for illegal purposes.
6. A tenant is responsible for keeping the premises clean and undamaged, garden and yard maintained.
 - Definition – Internal of the property free from rubbish, wall and doors undamaged with no holes, premises and fixtures clean. Yards – grass cut, gardens maintained and free of rubbish.
7. A tenant is responsible for all costs associated with the maintenance of the property due to neglect, misuse, and wilful damage and rubbish removal.
8. A tenant must report damage to the premises as soon as practicable after the occurrence.

GUIDELINES & PRACTICES

- 5.1 See ILLEGAL USE OF PREMISES POLICY
- 6.1 A tenant must maintain the property including the garden and yard, commensurate with general street and community standards. Assistance to re-establish gardens may be given to new tenants if the grounds have been neglected by previous tenants.
- 6.2 Where a smoke detector is installed in the property, the tenant is responsible for testing the detector every three months and advising the Department if it is not functioning.
- 7.1 This is termed Tenant Liability (TL).
- 7.2 Where a person other than the tenant is lawfully on the premises, the tenant is responsible for and will be held liable for any act by that person if he or she intentionally or recklessly causes damage to the premises or to any neighbouring premises- see Tenant Liability Policy for further details
 - Factors to consider when assessing Tenant Liability: fair wear and tear, accidental damage and damage caused by domestic violence.

TENANCY MANAGEMENT POLICY

POLICY

9. A tenant is not responsible for damage done by:
- Unknown persons, if the matter has been reported to the police and the tenant/s has provided the Department with a report number provided by the police; or
 - Visitors to the property, if the matter has been reported to the police and the tenant has provided the Department with the report number and the tenant has taken reasonable precautions to prevent visitors from doing damage. (Refer to Tenant Liability policy 2.7 and Maintenance policy – Recoverable Insurance).
 - The Family and Domestic Violence policy should be referred to in situations where domestic violence is suspected to have contributed to damage done.
10. Tenants must not keep unlicensed or unroadworthy vehicles on the premises without the written consent of the Department.

GUIDELINES & PRACTICES

- 9.1 Unknown persons such as vandals, break and enter offences.
- 9.2 Where a property is abandoned, the ex-tenant will be responsible for any damage, including vandal damage, until the Department has completed the Property Condition Report (PCR).
- 10.1 Where such a vehicle is on a premises, staff should follow the removal of car bodies procedure:
- i. A note to be left under the windscreen of the vehicle requesting the owner contacts the Housing Services Officer within 14 days. Direct telephone number should be given.
 - ii. Neighbours should be canvassed to see whether they have any information regarding the owner of the vehicle.
 - iii. If no response, the Department of Planning and Infrastructure's Multiple Search List form giving the registration of the vehicle concerned should be forwarded to the Policy Officer, Service Delivery, who will have it signed, as required, by the Manager or Director Service Delivery and forward it to the Department of Planning and Infrastructure – Licensing Division.
 - iv. The Department of Planning and Infrastructure will advise the Department of the name and address of the registered owner or previous registered owner. Usually they will advise the contact person direct, however if the

TENANCY MANAGEMENT POLICY

POLICY

Cont.....Tenants must not keep unlicensed or unroadworthy vehicles on the premises without the written consent of the Department.

Excess Occupants And Visitors

11. A person not shown as an occupant on the tenancy agreement at occupation and who stays at a property for more than (2) two months is regarded as a resident for the purpose of the calculation of rental payments.

GUIDELINES & PRACTICES

information is passed to Service Delivery it will be forwarded to the HSO.

- v. The owner of the vehicle is to be contacted by certified mail and given 14 days in which to remove the car.
- vi. Where there is no response to certified mail or the vehicle has no registration plates an advertisement is to be placed in the Public Notice section of the 'West Australian', advising of the Department's intention to dispose of the vehicle unless the owner contacts the relevant Department's office within 14 days. As many details regarding the vehicle should be given in the notice as possible eg make, colour, year, engine number, expired registration plates etc.

A similar notice can also be displayed in the Public Notice section of the local community newspaper if the Department office wishes to do so.

- vii. If the registered or previous registered owner does not respond, or there is no response to the advertisements, the vehicle may be disposed of.
- 11.1 Rental payments by visitors, will only apply to the period of occupation beyond the initial 8 weeks.
 - 11.2 Overcrowding or a significant increase in occupants in excess of the number shown on the tenancy agreement at occupation, is an issue for the Department where there is disruptive behaviour and/or problems associated with local authority by laws. However, provided that the correct rental is paid and there are no other problems, the Department will not interfere.

11.3 For backdating of rental payments, see. See RENTAL INCOME POLICY

TENANCY MANAGEMENT POLICY

POLICY

Under Occupied Tenancies

12. Where a tenancy has two or more spare bedrooms the Department will negotiate with the tenant to relocate them to an area of the tenant's choice into a dwelling that contains the number of bedrooms which matches the tenant's needs (See Allocations Policy s 3).

GUIDELINES & PRACTICES

- 12.1 The following factors must be considered when making any decision to relocate a tenant (the suggested examples are not exhaustive):
- Length of tenancy (eg whether the tenant suffers social dislocation if they have been a long term tenant)
 - Timeframe of under occupancy (eg has the under occupancy been for an extended period of time. Is it only short term. Is it sporadic).
 - The tenant's connection with the property (eg has the tenant developed the property to suit their needs).
 - Medical circumstances (eg will moving jeopardise the health of the tenant).
 - Family history whilst in occupation (eg does the tenant consider the dwelling to be part of the families' history).
 - Cultural obligations (eg Aboriginal families may have periods of under occupancy however allowances must be made for families who may house extended family members at other times throughout the year)

Sensitivity will be applied to the needs of seniors (eg special connections to their property, relationships with neighbours, connections with the local Community, the extra space for family members to stay, a spare room for a future carer, security concerns).

Aboriginal tenants

An Aboriginal Customer Support Officer may be engaged to help with negotiations.

TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES & PRACTICES

Cont.....Under Occupied Tenancies

- 12.2 Incentives may be offered to encourage a tenant to relocate including reimbursements of Gas, Power and Telephone re-connection.
- There is no charge by Western Power if the tenant notifies them of their pension number (the \$25.00 application fee is waived).
 - There are varying amounts for telephone connections depending on the provider. All of these charges appear on their first account at the new address.

Tenants are required to pay the account and submit with a receipt for reimbursement, or submit the account and the relevant provider will be reimbursed direct for the application or connection fee.

Furniture Removal

Relocated tenants should be reimbursed for the cost of furniture removal, including packing and supply of packing boxes.

- Removalists are paid for by the Department of any tenant that is requested to relocate. The Department currently have removalist companies that are used of which their Insurance Policies and Public Liability have been verified.
- Any contracts for furniture removal must comply with the State Supply Commission guidelines (that is, contract must go to tender if greater than \$50,000).

Waiving of Rent

- The Department may offer tenants up to a maximum of 4 weeks free rent

TENANCY MANAGEMENT POLICY

POLICY

Cont.....Under Occupied Tenancies

GUIDELINES & PRACTICES

Extra Incentives to Relocate

The Department may offer any, or a combination of the following non-cash inducements up to a maximum value of \$3,000.

- Floor coverings and/ or Window treatments
- Security installation
- Landscaping
- Ceiling fans
- Brick paving
- Water allowance

Extra incentives to be approved by Regional Manager

Re-establishment of fixtures

Tenants on a relocation transfer will be reimbursed for the reestablishment of fixtures, including dismantling, transportation and installation, up to a maximum of \$1,000. Fixtures are generally items which have been added to the previous tenancy and can be removed. Examples: patios, aviaries, garden sheds and may include Foxtel equipment.

Reimbursement for Property Improvements Tenants may be reimbursed for property improvements up to a maximum of \$5,000. The Regional Manager must give approval. Examples: extension, kitchen renovation, air conditioning, bore reticulation, carport, patio, etc.

NOTE: Gardening and painting do not constitute improvements.

TENANCY MANAGEMENT POLICY

POLICY

Local Authority By Laws/ Strata Title Rules

- 13 A tenant must abide by the by-laws of the local government authority governing the area in which the property is located.
14. A tenant living in a strata title complex, must abide by the rules laid down by the Strata Company.

Absence From The Property

15. Tenant must maintain the property as his/her principle place of residence and advise the Department if he/she will be absent from the property for more than four weeks.

Subletting

16. The Department will, at the discretion of the Regional Manager, give permission for a tenant to be absent from a property for a six month period, including the sub letting of a property.

GUIDELINES & PRACTICES

- 13.1 Local authorities have jurisdiction over issues such as health, rubbish disposal, parking and animals.
- 13.2 The local authority has jurisdiction over working from a property and approval to work or run a business from home has to be obtained from the local authority. Written permission to work or run a business from home must also be given by the Department.
- 13.3 The Department will support any action initiated by a local authority against a tenant.
- 14.1 A copy of the Strata Company rules must be given to the ingoing tenant at sign-up.
- 15.1 When absent, a tenant must leave a contact address and ensure that the rent is paid.
- 16.1 Tenant to request permission to sublet from the Housing Services Officer. The legal tenant must have no debt to the Department or other breaches of tenancy.
- The Department's tenant remains the legal tenant for this period and is responsible for rental arrears and property standards/damage in the sub let period.
 - The legal tenant must have a formal agreement with the sub letting tenant and lodge a copy of this agreement with the Department.
 - The sub letting tenant must pay Market Rent for the property, regardless of eligibility for the Department assistance.
 - There is no automatic right to succession of tenancy for the sub lessee, if the legal tenant does not return

TENANCY MANAGEMENT POLICY

POLICY

Cont.....Subletting

17. Where a property is found to be sublet without the Department's knowledge or permission it will be considered illegally occupied. The Department will charge the legal tenant(s) Market Rent for the period of the illegal sublet of the property.

Improvements Or Additions To A Tenancy, Reimbursement

- 18 A tenant may apply for improvements or additions to be made to the tenancy, with the cost to be met by the Department; or
Tenant may apply to carry out additions at their own expense, subject to written approval from the Department

GUIDELINES & PRACTICES

- If the sub lessee vacates before the sub letting period has concluded, the legal tenant is responsible for either arranging another sub lessee for the remaining time only, or must arrange to pay rent according to gross household income.

If tenant requests an extension following the initial six months, to be reviewed by Regional Manager.

- 17.1 All efforts to contact the legal tenant will be made including making contact with the next of kin and/or friend/s as provided by the tenant/s at sign up.

- If the legal tenant cannot be contacted or does not return to the property it will be treated as illegally occupied and relevant action will be taken to remove the illegal occupant.
- The legal tenant is responsible for any damage to the property, rent arrears and water consumption charges including legal costs to recover the property.
- Wherever possible confirmation in writing should be obtained from the illegal tenant on the circumstances of the illegal sublet and information on the whereabouts of the legal tenant.
- Procedural fairness is to apply in all cases

- 18.1 Transfer may be considered an option where urgent modifications are required.

- 18.2 Reasons for application may be security (eg enclosed back veranda), health (eg bathroom modifications for disabled tenant), or quality of life (eg bedroom additions). If there are any doubts, this should be referred to regional management.

TENANCY MANAGEMENT POLICY

POLICY

Cont.....Improvements Or Additions To A Tenancy, Reimbursement

19. Where a tenant makes additions to a property at his/her own expense, but on the Department land in order to house another person/s, the other person/s are regarded as other household members for the purpose of rental assessment.
20. There will be no reimbursement unless the Department plans to carry out the improvement as part of upgrade and then only at a depreciated value, and is subject to the correct approvals being obtained.

Transfer Of A Tenancy

21. Where a joint tenancy is dissolved due to the death of a partner or to the fact that the partner or co-applicant/s have left the tenancy, the property can be transferred into the names of the remaining tenant/s

GUIDELINES & PRACTICES

- 18.3 Improvements/Additions undertaken by the Department are subject to a satisfactory tenancy and availability of funds.
- 18.4 Tenants undertaking their own improvements/additions should be informed that the correct approvals must be obtained, ed local authority, WAWA, and a copy of approvals lodged with the Department.
- 18.5 The cost of removal of sub standard alterations or additions will be charged to the tenant as tenant liability.
- 19.1 Example:
 - A granny flat.
- 20.1 The only exception is the installation of security screens.
Reimbursement of this item may be approved subject to funding and Executive approval (See Security policy).
- 20.2 Any reimbursement must be offset against any outstanding debts to the Department at finalisation and funds being available.
- 21.1 Where the tenancy was a family relationship, the party with the custody of the children is regarded as the legal tenant.
- 21.2 At the time of the transfer of tenancy, a property inspection must be undertaken and tenant liability apportioned.
- 21.3 A new tenancy agreement should be signed.
- 21.4 If the remaining person (or persons) is no longer eligible for the number of bedrooms in the property, the Department reserves the right to transfer that person to accommodation for which he/she is now eligible. (See also TENANT ELIGIBILITY POLICY).

TENANCY MANAGEMENT POLICY

POLICY

22. There is no automatic right of succession to a tenancy by another household member who is not a signatory to the tenancy agreement.

Pets

23. Tenants may have a cat or dog only if the accommodation has an enclosed yard and if the local authority by-laws are not contravened.

GUIDELINES & PRACTICES

22.1 Another household member may apply to take over the tenancy.

22.2 The Department may or may not approve this application depending on the householder's circumstance, having regard to factors such as:

- Length of time the householder has occupied the property
- Relationship to legal tenant
- Eligibility for assistance (See ELIGIBILITY POLICY)
- Householder's current status with the Department

23.1 Tenants are not permitted to keep a dog that is listed on the Government's Dog (Restricted Breeds) Regulation 2002. ***These include the following breeds of dog:***

Dogo Argentino, Fila Brasileiro, Japanese Tosa, American Pit Bull Terriers, Pit Bull Terrier and including any dog of a mixed breed which visibly contains any of the above breeds.

23.2 Existing tenants as at 22 April 2002 who own a dog that is listed on the Government's Dog (Restricted Breeds) Regulation 2002 may retain the dog/s. It is the tenant's responsibility to ensure the dog/s are kept in an enclosed and escape proof confinement. Fences at all times are to be kept in good repair and ensure the signage conforms to that provided for in the Third Schedule Part 3 of the Dog Regulations 1976 is displayed at each entrance to the property. The signage is "**warning dangerous dog**". The cost of the signage and escape proof confinement will be at the dog owner/s expense

TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES & PRACTICES

- 23.3 The dog/s can only be kept for the life of the dog. The dog/s cannot be replaced by another dog listed on the Government's Dog (Restricted Breeds) Regulation 2002.
- 23.4 Failure to comply with the new regulations will result in the Department referring the matter to the Local Government authority for action under the Dog Act 1976.

Household Pests

24. A tenant is responsible for the eradication of cockroaches, fleas and vermin in single detached accommodation.

- 24.1 This is not applicable where the infestation occurs within three months of occupation.
- 24.2 The Department is responsible for the eradication of cockroaches, fleas and vermin control in apartments, duplexes townhouse and pensioner complexes.
- 24.3 See Pests policy in the Maintenance Policy Manual.

Ending Of A Tenancy By Tenant Or The Department

25. A tenant must give the Department 21 days notice in writing of intention to vacate a property, and remains responsible for the property as legal tenant, until the tenancy agreement is formally ended

- 25.1 The advice must be signed, stating the date that the tenant intends to vacate and supplying a forwarding address.
- 25.2 Pre vacation Inspection – When the 21 days notice is received, the Department will make arrangements to inspect the property and discuss with the tenant the vacated maintenance requirements and any estimated vacated tenant liability. (See also 9.2).

26. The Department may terminate a tenancy due to a breach of the *Residential Tenancies Act 1987*.

TENANCY MANAGEMENT POLICY

POLICY

Investigation Of Complaints Against The Department Tenants

27. The Department will investigate complaints by neighbours and members of the general public against the Department tenants, where it appears that the tenant may have been in breach of the requirement of the tenancy agreement which states:

'A tenant may not do anything on the premises or permit someone else entering the premises with the tenant's permission to do anything on them which causes a nuisance.' The Department will evict tenants where it can be demonstrated that this provision has been breached.'

Complaints By The Department's Tenants Against Neighbours

28. The Department is unable to investigate complaints by the Department tenants against private owners or private rental tenants. However, if the Department's tenant notifies the Department in writing of problems with neighbours, including claims of harassment and aggravation, the Department will record this correspondence on the tenant's personal file for future reference. The tenant will then be advised to pursue a complaint through an appropriate authority such as Police or local authority, civil action through the courts and/or mediation.

Debt To The Department

29. The Department will pursue the recovery of a debt through the provisions of the *Residential Tenancies Act 1987* where the tenant does not repay the monies owing.

GUIDELINES & PRACTICES

27.1 Complainants must have first complained to the relevant authority/agency. Examples:

- Noise- local authority/Police
- Animals - local authority, RSPCA
- Health - local authority
- Fighting – Police
- Family matters - Department of Community Development, Family Court.

Personal antagonism between neighbours is a civil matter and must be resolved through mediation or the civil courts

TENANCY MANAGEMENT POLICY

POLICY

30. A tenant with a debt to the Department will be requested to enter into an agreement to repay the debt in affordable instalments and the payments must be maintained until the debt is cleared. For all debts, the Department should seek an arrangement so that the combined total of the tenant's arrears and current rent does not exceed 30% of their total assessable household income.
31. Tenants with a debt to the Department will not be assisted with property maintenance or upgrade above normal health and safety requirements

Bankruptcy Of A Tenant In Occupation

32. Tenants with a debt to the Department who make application for bankruptcy are subject to scrutiny as to whether the application was made to avoid the repayment of a debt to the Department. Such tenants are in breach of the terms of the tenancy agreement and where a court order has been obtained prior to the application for Bankruptcy, action to evict may continue

A Good Tenant'

33. In recognition that not all tenants comply with the requirements of the Tenancy Agreement to the same degree, the Department will recognise the efforts of tenants who consistently comply with these requirements, assessed over a five (5) year period.

GUIDELINES & PRACTICES

- 32.1 See Eligibility Relating to a Bankrupt Applicant in the ELIGIBILITY POLICY
- 32.2 Bankruptcy Policy suspended May 2001
- 33.1 Such a tenant is defined as a 'good' tenant
- 33.2 A 'good' tenant will be recognised by the following:
- **Letter of appreciation** from the Department officers

TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES & PRACTICES

- **Transfer to new dwelling:** new construction will generally only be allocated to tenants with a proven tenancy history. This is also applicable to a property in an area of high demand, regardless of age or construction type and a 'good' tenant will be given first refusal.
- **Internal painting** - a 'good' tenant may apply for a paint kit to complete the painting of all internal walls and ceilings where the property has not been painted for five (5) years. Tenants must purchase paint kits through agreed suppliers. They may choose from a colour chart of approved colours and use Government Paint Committee (GPC) approved 100% Semi Gloss Acrylic paint. The Housing Services Officer and/or Property Services Officer must inspect the work for satisfactory completion and an evaluation form completed and placed on file. A 'good' tenant may be considered for **increased amenities** outside normal guidelines. Example: security screens.
- **Appeal Rights** - Tenants may appeal to the Regional Manager regarding not being granted 'good' tenant status (only) on the grounds of perceived Housing Services Officer bias, or discrimination on such grounds as culture, family size, large yard. It is not appealable through the Department Appeals Mechanism

Purchase Of A Rental Tenancy

34. A tenant may make application to purchase their rental tenancy if they are eligible
- 34.1 Information and brochures regarding the Department's sales programs to be provided to tenant.

TENANCY MANAGEMENT POLICY

POLICY

Tenant Receives Jail Sentence

35. Where the tenant has a partner as part of the tenancy agreement, the partner will have rental payments reduced according to their reduced income, on application. The tenancy may be formally transferred into the partners name, depending on the circumstances.

Liquor Restricted Premises Declarations

36. A tenant may apply for Liquor Restricted Premises Declaration to be issued for the property.
37. Where appropriate the Department can apply for a Liquor Restricted Premises Declaration to be issued for a property

GUIDELINES & PRACTICES

34.2 Tenants are to be advised if the property is not available to purchase. Eg property earmarked for redevelopment, property unsuitable for strata title but requiring strata title prior to sale, high demand property.

In this case, provided the tenant is eligible to purchase a property, tenant should be advised that the Department will canvass for a suitable property which it is willing to sell to the tenant.

35.1 See 22

35.2 A tenant sentenced to a term of imprisonment who serves more than six months in prison will be required to formally vacate their tenancy and reapply for further assistance on release.

35.3 A single tenant receiving a jail sentence of 6 months or less, may sub-let the property in accordance with the Department's policy, or maintain the rental payments if the property is not sub-let

35.4 See Eligibility s 7 to 7.1 – Applicants.

36.1 The Department will support all applications by tenants for their individual properties to be declared liquor restricted premises.

37.1 These applications are made at the discretion of the Regional Manager. For example, the common grounds of a unit complex.

TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES & PRACTICES

Abandoned premises

38. If a tenant is believed to have abandoned the premises, the Department may enter the premises to inspect and secure the property in accordance with the *Residential Tenancies Act 1987*.
- 38.1 If the Department suspects a premises is abandoned every effort will be made to contact the tenant prior to commencing action under the *Residential Tenancies Act 1987*.

Abandoned goods and documents

39. If goods and documents are left on the premises more than 2 days after the termination of the tenancy, the Department will dispose of, remove, store or sell them.
- 39.1 The action taken will depend on the type of items abandoned and the value of these items.

DISRUPTIVE BEHAVIOUR MANAGEMENT POLICY

PREAMBLE

Public housing tenants will be held accountable for behaviour that causes disruption to persons in the immediate vicinity. The Department's responses will be proportionate to the severity of the behaviour.

Legal action to terminate a tenancy will commence after a prescribed number of sanctions (known as strikes) are issued within a twelve (12) month period. A strike is a notice to a tenant found to have caused or permitted a nuisance following an investigation into a complaint. The number of strikes to be issued prior to the initiation of legal proceedings will be dependent on the severity of the incident, which is defined in policy.

Action will be taken only where the Department is satisfied that an incident occurred which caused a nuisance to a person in the immediate vicinity, interfered with their comfort or privacy or posed a safety risk, and that the legal tenant caused or permitted the incident.

POLICY

1. The Department will investigate complaints of disruptive behaviour against public housing tenants.
2. Strikes notices will be issued against tenants where the Department is satisfied that disruptive behaviour occurred and seek to evict tenants based on the severity level and rate of occurrence over a prescribed time period.
 - Dangerous Behaviour
Response: Immediate Eviction Proceedings

GUIDELINES & PRACTICES

- 1.1 Complaints against tenants will be investigated in a consistent, timely and effective manner. An objective assessment of the nature of a particular incident will determine the course of action the Department will take in responding to a substantiated complaint of disruptive behaviour.
- 2.1 Substantiated complaints of disruptive behaviour will be assessed against the following definitions to determine the level of severity and the sanction to be applied.
- 2.2 Dangerous activities that pose a demonstrable risk to the safety or security of residents or property; or have resulted in injury to a person in the immediate vicinity with subsequent Police charges or conviction.

DISRUPTIVE BEHAVIOUR MANAGEMENT POLICY

POLICY

- Serious Disruptive Behaviour

Response: A first and final strike will be issued following one substantiated incident. A subsequent incident of similar severity within twelve (12) months will result in eviction proceedings.

- Disruptive Behaviour

Response: A strike will be issued for each substantiated incident of disruptive behaviour. Eviction proceedings will commence if three (3) strikes are issued within twelve (12) months.

3. The Department will take action in line with the policy in all instances.

GUIDELINES & PRACTICES

2.3 Serious activities that intentionally or recklessly cause serious disturbance to persons in the immediate vicinity, or which could reasonably be expected to cause concern for the safety or security of a person or their property.

2.4 Activities that cause a nuisance, or unreasonably interfere with the peace, privacy or comfort, of persons in the immediate vicinity.

3.1 Where strong mitigating circumstances exist, the matter may be referred to the Executive Director Client Services for approval to manage the situation through alternative action.

ILLEGAL USE OF PREMISES POLICY

The Illegal Use of Premises policy outlines the Department's response to illegal activities arising out of the use of public housing premises. The Department will respond to the illegal use of public housing premises in proportion to the severity of the offence.

If the public housing premises are a necessary component of criminal activity, it will be considered that the premises have been used for an illegal purpose and therefore action will be taken in line with this policy.

POLICY

1. A tenant must not use the premises, or cause or permit the premises to be used for an illegal purpose.
2. The Department of Housing will respond to illegal activities occurring at the premises or arising out of the use of the premises in proportion to the severity of the activity.
3. The Department of Housing will seek the immediate termination of the tenancy in response to dangerous illegal activities occurring at the premises or arising out of the use of the premises.

GUIDELINES & PRACTICES

- 1.1 This includes any illegal activity, occurring at the premises or arising out of the use of the premises.
- 1.2 A tenant is responsible for any illegal act by a person who has been given express or implied permission to be on the premises by the tenant
- 2.1 Where the activity causes considerable concern for, or is likely to impact on, the safety or security of the community or is sufficiently serious to warrant such action, the Department will seek the termination of the tenancy.
- 2.2 Where the activity does not cause significant concern for, or is unlikely to impact on, the safety or security of the community, the action taken by the Department will be based on the circumstances
- 3.1 Dangerous illegal activities include activities that pose an immediate risk to the safety or security of people or property.

TENANT ELIGIBILITY POLICY

PREAMBLE

The Department has strict eligibility criteria for all applicants for public rental housing. These are based on an applicant's income, assets (property/land and cash assets), citizenship and residency status, age, and family size and subject to proof of identity.

Eligibility assessments are undertaken to ensure that tenants are eligible for public housing. While not all applicant criteria will be applicable to tenants, criteria relating to income, cash assets, ownership of property and land and family size/number of bedrooms continue to apply. Therefore, after occupation, the Department reviews ALL tenancies on an annual basis, to ensure continuing eligibility. Where a tenant's circumstances and their housing requirements have changed the Department may take action to ensure that housing assistance is provided to those in greatest need.

Tenants who cease to be eligible for public housing assistance or who fail to provide income details when required will no longer be eligible to have their income calculated by reference to income (see RENT TO INCOME POLICY) and will be required to pay Individual Property Market Rent.

Income eligibility

Income eligibility for the Department's rental accommodation must be demonstrated and proven at the time of:

- (1) Application for rental assistance
- (2) Allocation of a property
- (3) For the purpose of rent assessment and
- (4) Annually, for the purpose of proving ongoing eligibility for public rental housing

Applicants and tenants must also immediately declare to the Department any change in their financial circumstances as they occur.

In such situations an applicant or tenant **must** disclose and provide details of all sources of wage or salary income, statutory income, assets, shares or bonds, chattels, real property, assets held in corporate trust, inheritances, family trusts and any other income sources to which they are beneficially entitled. Failure to disclose all sources of income will result in the withdrawal of an application/allocation and recovery action in the case of an existing tenant.

Applicants or tenants who are unsure of what they are required to declare should discuss the matter with a Department's Regional Officer.

TENANT ELIGIBILITY POLICY

Tenants who become ineligible since signing the tenancy agreement.

All tenants in occupation who become ineligible for continued public rental housing assistance will be advised of alternative housing options to consider including:

- Home ownership options
- Bond Assistance Loan
- National Rental Affordable Scheme
- Private Rental Brokerage Scheme; and
- Affordable Rental Housing options through the community housing sector.

The Department will only allow a period of up to 6 months (except tenants residing in remote locations - see below) from the date ineligibility is established for the tenant to source alternative housing. Should a tenant not pursue or take up any of these options, the Department will seek vacant possession of the premises at the expiry of the vacation period where a tenant does not source alternative housing options.

Income ineligible tenants residing in North West and remote locations.

Tenants in this category have up to 2 years from the date ineligibility is established to source alternative housing options.

POLICY

1. Tenants must remain eligible for assistance during their tenancy.

GUIDELINES & PRACTICES

- 1.1 Tenants must
 - Not acquire property or land
 - Not acquire cash assets in excess of \$38,400 (single) or \$63,800 couple, seniors 60 years and over \$80,000 (singles or couple) or \$100,000 (people with disabilities) AND
 - Remain eligible for the number of bedrooms allocated

TENANT ELIGIBILITY POLICY

POLICY

- 2 Tenants with property or land will be required to pay an Individual Property Market Rent for the property. Tenants, who already pay a market rent, will be required to pay the current private market rent for the property.

- 3 Tenants who have given false or misleading information on an Application or rent assessment form will be subject to the same action as tenants who are no longer eligible. The Department also reserves the right to take criminal action in such cases.

GUIDELINES & PRACTICES

- 2.1 The Department will give 60 days notice of an increase in rent, as required by the Residential Tenancies Act.
- 2.2 Both will be backdated to the purchase of the property.

RENT TO

INCOME

POLICY



Government of Western Australia
Department of Housing

RENT TO INCOME POLICY

Rent is assessed as a percentage of the gross household assessable income of all household members. No household pays more than 25% of gross assessable income in rent.

In July 2010 the Minister for Housing announced that from 1 October 2010 the base rates for subsidised rent in public housing would be standardised to 25% incrementally over two years

Tenants not eligible to have their rent calculated in reference to income pay the market rent for the property – see Tenant Eligibility Policy.

POLICY

Tenants Occupying Public Housing On Or After 21 July 1997

1. Tenants occupying a Department tenancy on or after 21 July 1997, as a new occupation, will pay 25% of gross household assessable income as rent.

A tenant who has transferred from a public housing property is not a new occupation.

Tenants that have been living in public housing prior to the 21 July 1997.

2. Tenants paying less than 25% of gross assessable income as rent will have their percentage increased incrementally over 2 years from 1 October 2010.

This includes tenants that have transferred from a Department of Housing property.

GUIDELINES & PRACTICES

- 1.1 Family Payments income is assessed at 10% of Additional Family Tax benefit A and 5% of Family Tax Benefit Part B, Basic Family Tax Benefit Part A is non-assessable.
- 1.2 The income of other household members over the age of 21 years will also be assessed at 25% for rent. Those under the age of 21 years, including those with student incomes which are under the age of 25 years will be assessed at 10% for rent.
- 1.3 The working allowance of \$30 per week is deducted from the gross wages income for all working household members over the age of 21 years, throughout the term of the tenancy whilst the member continues to work. (See also 10 to 10.9.)

RENT TO INCOME POLICY

POLICY

Austudy/Abstudy

3. Austudy/Abstudy grants and the Loans supplement are treated as income and assessed depending upon circumstances.

Students can choose to exchange up to half the grant entitlement for double the amount as a supplement loan. The loan amount is indexed to the CPI and not repaid until the student's income is equal to the average weekly earnings.

Other Household Members

4. The income of other household members will be included in a calculation of gross household income, depending upon circumstances.

Other householder member that are being assess at 23% and 24% of their gross assessable income for rent calculations will be subject to the incremental percentage increases outlined in policy section 2.

GUIDELINES & PRACTICES

- 3.1 Where the recipient is the **tenant or is a signatory** on the tenancy agreement, 100% of the Austudy/Abstudy allowance is assessed for the purpose of calculating rental payments, including the Dependent Spouse Allowance.

- 3.2 Where a student is in receipt of the **Austudy/Abstudy Loans Supplement**, their income will be assessed at the level of the full grant for which they were eligible, prior to borrowing the supplement. To determine the level of the full grant, divide the loan supplement amount by two and add to the net grant amount before deductions, before calculating a weekly figure.

- 4.1 Other household members are dependent or non dependent members of a household, who are not party to the tenancy agreement. This includes non family members and boarders.

- 4.2 Persons occupying the tenancy on a casual basis, ie visiting relatives, who remain for two months or longer, will have their incomes assessed as household members.

- 4.3 Where other householder members are under the age of 21 years, including those with student incomes which are under the age of 25 years, their income will be assessed at 10% for rent.

- 4.4 Where other household members are 21 years or over, their income will be assessed at 25% of gross assessable income for the purposes of calculating rent.

- 4.5 Dependents turning 16 years will be assessed at 10% for rent.

RENT TO INCOME POLICY

POLICY

Gross Assessable Income

5. Gross assessable income is determined by calculating 100% of the income of a tenant, partner and co-applicants and the percentage required of other household members. Income types which are excluded from calculation are deducted and the figure which remains is the gross assessable income.

Non Assessable Income Types

6. Non assessable income type is defined as non income tested allowances and benefits which are paid for a specific purpose and which are usually required in their entirety for that specific purpose.

These are:

- Austudy/ Abstudy Pensioner Educational Allowance
- Austudy/Abstudy Fares Allowance
- Abstudy Incidentals Allowance.
- Basic Family Payment (minimum standard payment)
- Family Tax Payment

GUIDELINES & PRACTICES

5.1 Gross assessable income for the purpose of calculating rent is based on income at the time of signing the Tenancy Agreement, or at the time of rent assessment.

5.2 Salary sacrificed amounts (including superannuation contributions) will be included in the gross assessable income.

- Tenants who begin to declare salary sacrificed superannuation will have it included as assessable income effective immediately.
- Where the tenant is deemed ineligible for public housing refer to the TENANT ELIGIBILITY POLICY preamble sections:
 - Tenants that become ineligible since signing the Tenancy Agreement.
 - Income ineligible tenants residing above the 26th parallel of the state or remote locations.

5.3 Paid Parental Leave is assessable for the purpose of calculating rent

6.1 Family Payments income is assessed at 10% of Additional Family Tax benefit A and 5% of Family Tax Benefit Part B; **Basic Family Tax Benefit Part A is non-assessable.**

RENT TO INCOME POLICY

POLICY

GUIDELINES & PRACTICES

Cont... Non Assessable Income Types

- Bereavement payment.
 - Child Care Rebate
 - Carer Allowance (Previously Child Disability Allowance)
 - Incentive Allowance
 - Basic Family Tax Benefit Part A
 - Isolated Children's Allowance
 - Carer Allowance (previously Domiciliary Nursing Care Benefit)
 - Mobility Allowance
 - Multiple Birth Allowance.
 - Baby Bonus
 - Double Orphans Pension
 - Orphan's, Ward of the State and Foster Child's Allowance.
 - Pharmaceutical Allowance
 - Remote Area Allowance
 - Telephone Allowance
 - Training Allowance
 - \$50 of weekly income for working disabled
- See HOUSING FOR PEOPLE WITH DISABILITIES.

RENT TO INCOME POLICY

POLICY

Cont....Non Assessable Income Types

- Employment Entry Payments
- Education Entry Payments
- Maternity Allowance and Maternity Immunisation Allowance
- **Department of Veteran's Affairs**
 - Attendant Allowance
 - Vehicle Assistance Scheme
 - Clothing Allowance
 - Decoration Allowance
- Recreational Transport Allowance
- War Disability Pension (General rate)
- Intermediate War Pension
- Prisoner of War (POW) Recognition Supplement
- Extreme Disability Adjustment
- Totally Permanent Invalid (TPI) War Pension
- English War Disability Pensions
- Pension Supplement (GST component)
- **Local Government**

GUIDELINES & PRACTICES

6.2 Any ex-gratia one off lump sum payments made by the Department of Veteran's Affairs or one or more lump sum payments through Redress WA is not taken into account when assessing rent.

Examples:

- Ex-gratia F-111 lump sum payment of either \$40,000 or \$10,000 made to eligible military personal, public servants and civilian contractors
- One off payment in June 2001 of \$25 000 to War Veterans or widows/widowers

Income and/or interest earned from these payments will be included for the purpose of determining income eligibility and/or rent assessment.

6.3 Where the DVA War Disability Pension, Intermediate, Extreme, and TPI pensions are the sole source of income or only a part Centrelink pension or allowance is paid, then the appropriate pension rate (single or couple) is deemed for that household for the purpose of the rent to income assessment.

6.4 Elected Member Allowance that is paid to cover expenses is exempt of being treated as income if the amount of allowance actually used is on expenses. Any excess allowance is to be treated as income.

RENT TO INCOME POLICY

POLICY

Income Derived From Assets

7. Tenants and other household members are required to declare all financial and property assets and income derived from these assets. Where an income from these assets is not provided, is not received, cannot be substantiated or does not accrue, then an income will be deemed, based on the net value of the asset, for the purposes of the rent to income assessment.

Documentation Required For A Rent To Income Assessment

8. Applicants will be required to provide documentation as proof of income.

GUIDELINES & PRACTICES

7.1 Financial and property assets - the deeming rate that is applied to the value of these assets is in line with Centrelink's deeming rate for financial assets. (See ELIGIBILITY POLICY for definition).

8.1 **Centrelink pension or benefit recipients** will need to provide a Statement of benefit (To Whom it may Concern Letter) from Centrelink that is not more than four weeks old. The Department reserves the right to request such proof of a lesser period. Evidence of claim for benefit is not sufficient.

8.2 **Wage and Salary earners** will need to provide their last three months salary advice slips, or alternatively have their employer complete Employer Income Verification Statement.

8.3 **Overseas pension recipients** must provide proof of the pension source and amount.

8.4 **Tenants not in receipt of an income or an income lower than the base statutory benefit**, but who are eligible to make application for a statutory benefit but choose not to, will be deemed to be receiving the base statutory benefit for which they would be eligible for the purposes of determining rent. Examples:

- A person who loses their job, but would prefer to live off savings than apply for unemployment benefits.
- A person who loses all or part of their payment for a period because they have breached the Centrelink Activity Test.

RENT TO INCOME POLICY

POLICY

GUIDELINES & PRACTICES

Self Employed Tenants

9. Self- employed tenants will have their rent to income assessed on the basis of their taxable income or an equivalent award wage for the occupation in that industry, whichever is the greater.
- 9.1 Self-employed tenants will need to provide their last financial year income tax assessment from the ATO. If they have difficulties in supplying this documentation, they will be assessed at the equivalent award rate for the occupation in that industry.
- 9.2 Where a household continues to be eligible for part or full Centrelink entitlements, including the New Enterprise Incentive Scheme (NEIS), then the assessable income will be the Centrelink entitlement or equivalent and the estimated profit from self-employment.
- 9.3 Where a couple are in a business partnership and the level of assessable income is less than an award wage for a similar occupation or trade, then only one wage is deemed for the purpose of assessing rent.
- 9.4 The following is provided as an example only.
- A **taxi driver** is considered self-employed. As there is no award for taxi drivers the Transport Workers (Passengers vehicle) Award is the closest equivalent.
- A fulltime taxi driver working 38 hours per week would have an assessable income of the award rate.
- A part time taxi driver's assessable income will be calculated by multiplying the number of hours worked by the hourly rate. The hourly rate is calculated by dividing the award rate by 38 hours.

RENT TO INCOME POLICY

POLICY

GUIDELINES & PRACTICES

Working Allowance

10. An amount of \$30 per week is deducted from the assessable income of households moving from a statutory income to employment, for a twelve-month period for households that occupied prior to 21 July 1997. For tenancies occupying after that period, see 1.3.

10.1 This is to cushion the financial impact of a move to a higher rent due to a higher income.

10.2 Any income derived from employment that is less than \$30 per week is not included as household income.

10.3 A statutory income refers to income types such as New Start, Supporting Parent, Austudy/Abstudy and other pensions and benefits.

10.4 Wages include wages/salaries, and labour market programs such as training wages, traineeships, CDEP, apprenticeships.

10.5 It is not available to tenants already in employment and/or moving from part time to full time work or to tenants moving from full time employment to part time employment.

10.6 It is available to only one member of a household at a time, if more than one member enters the work force.

10.7 Backdating of a Working Allowance is available as per policy.

10.8 The Working Allowance is available to tenants entering both full and part time work.

10.9 It is applicable to non-dependent household members over 21 years of age, where income is assessed at 100%.

11.1 This is applicable to tenants who are entering into a specific rehabilitation program, respite, nursing home and outpatient treatment where they are required to pay rent or lodgings to another organisation

Absentee Tenant Minimum Rent

11. Tenants required to enter supported accommodation will have their rent reduced to the minimum rent of \$10.00 per week for a period of three months.

RENT TO INCOME POLICY

POLICY

Cont.....Absentee Tenant Minimum Rent

GUIDELINES & PRACTICES

- 11.2 Tenants who are escaping Family and Domestic Violence and are residing in a Women's Refuge will have their application for Absentee Tenant Minimum Rent policy considered after a minimum of seven (7) days in a Women's Refuge. The tenant must provide documentation to verify that they are residing in a refuge and unable to return to their tenancy. Verification may include letter from the women's refuge, copy of current violent restraining orders, support letter from the Police Domestic Violence Resource and Referral Centre. The letter must advise the reason why they are unable to return to their property. (Refer to Family & Domestic Violence policy).
- 11.3 Public housing tenants are eligible for Centrelink rent assistance when in supported accommodation.
- 11.4 The tenant's file to be placed in "bring up" for review at the end of three months. Minimum rent can be cancelled at any time during the three-month period.
- 11.5 If there are other household members the rent is reassessed on their income only and no details are entered for the tenant.
- 11.6 Tenants are to provide supporting documentation verifying that they are entering into a specific program to be entitled to the Absentee Tenant Minimum Rent policy. Should they not remain in the program or are absent from the property for a period that is less than three months the Department is to be advised immediately they return to the tenancy and a new rent assessment form is to be completed and submitted to the Department.

RENT TO INCOME POLICY

POLICY

Cont.....Absentee Tenant Minimum Rent

Lump Sum Compensation Payments

12. Tenants in receipt of a lump sum compensation payment will continue to have rent assessed on the same income they received prior to the receipt of the lump sum payment, for the period that they are excluded from receiving a Centrelink benefit or allowance.

Tenants with Changed Circumstances

13. Tenants who leave their tenancy for longer than 6 months will be required to pay the market rent for the property.
14. Tenants undertaking additions to the Department's property, including granny Flats, at their own expense on the Department land, will have their rent assessment reviewed if there are additional household members occupying the additions.

GUIDELINES & PRACTICES

11.7 The Department is to be advised of relevant contact address and telephone number/s and who will be taking care of the property for the duration of the absence. The Department will enter into negotiations with the tenant or nominated person in regard to who will be taking care of the property during the tenant's absence from the property.

12.1 Centrelink excludes a beneficiary from receiving a pension or allowance for a period of time after the receipt of a lump sum compensation payment. The exclusion period is based upon Centrelink calculations regarding the component of the payment that is for loss of income.

12.2 Any interest received from the lump sum payment will be included as income.

12.3 Where the partner continues to be eligible for Centrelink entitlement other than Family Allowance, then this amount may not be assessed if this causes income to be double counted.

14.1 Such occupants will be regarded as other household members.

14.2 See also Tenancy Management, Excess Occupants and Visitors, for visitors staying in excess of 2 months.

RENT TO INCOME POLICY

POLICY

Tenants Housing Migrants With Assurances Of Support And Asylum Seekers.

15. A Migrant with an Assurance of Support or seeking asylum in Australia and being housed by a tenant is not regarded as being in receipt of a statutory income and rental payments will be assessed as in 15.2.

Backdating Of Rent

16. Tenants are required to advise the Department immediately of any change to household composition or in the event that household income increases or decreases by \$10 per week or more
17. The Department reserves the right to backdate rental payments, where a tenant's household income increased by a minimum of \$10 per week for a three month period or more and the tenant did not advise the Department.
18. The Department is not liable to repay any overpayment in rent, if a tenant fails to notify of a decrease in household income

GUIDELINES & PRACTICES

- 15.1 A migrant with an assurance of support or seeking asylum in Australia is not entitled to an income from Centrelink and are not to be confused with tenants who are eligible for such an income and do not make application
- 15.2 Single tenant
Where the migrant/asylum seeker is the partner of a single tenant, although that person is not eligible for a benefit, if the tenant is in receipt of a benefit, the Department will assess the tenant at the rate of income for couples, as determined by Centrelink
- 15.3 Transfer to alternate accommodation in order to accommodate the increase in family size is not available.

- 17.1 Rent will be backdated to the date that the household income increased by \$10 per week or more. Discretion may be exercised by regional management, where it is considered that the tenant did not understand the requirement, or on compassionate or medical grounds.
- 17.2 Subletting – Refer to Tenancy Management Policy

RENT TO INCOME POLICY

POLICY

19. Where a tenant fails to return a rent assessment form within three (3) months of the due date market rent will be charged. A new rent assessment will apply only from the date that the form was submitted.

Child Maintenance Payments

20. Child maintenance payments will be assessed as part of the household income.

Centenarians

21. Commencing 8 November 2007, the Department of Housing will provide tenants and occupants reaching 100 years of age with a 100% rent concession in recognition of their achievement in reaching this milestone. Centenarians will also receive appropriate non-financial recognition and acknowledgement at a local level.

Tenants and household occupants who have reached 100 years of age are eligible. Proof of age may be required.

GUIDELINES & PRACTICES

- 19.1 Delegated Authority to authorise the backdating rent assessments greater than three months are:
- Regional Manager, Manager Housing Services, Area Manager
- 19.2 Regional management in relation to medical/compassionate grounds can exercise discretion.
- 20.1 Discretion may be exercised where it can be proved that maintenance payments are not regular.
- 20.2 Spouse or child maintenance payments will be assessed as per Model 1 & 2 for tenants occupying prior to 21 July 1997. Tenants occupying after 21 July 1997 will be assessed as per Model 3.
- Model 1 & 2 @ 18% of maintenance received
- Model 3 @ 20% of maintenance received
- 20.3 From 31 October 2005 Rent Models 1 and 2 will be assessed at 20% of maintenance received.
- 21.1 Centenarian tenants and householders will have their income excluded from the household rent calculation from the date of their 100th birthday.
- 21.2 The requirement for the tenant to advise the Department of any changes to the household occupants including their income will remain.

RENT TO INCOME POLICY

POLICY

GUIDELINES & PRACTICES

Federal Government Single Pension Increase Excluded From Rent Assessment 20 September 2009 to 20 September 2010 (note extension below).

22. In June 2009, the State Government determined that the Single Pension increase for the period 20 September 2009 to 20 September 2010 was to be **excluded** from rent assessment for public housing tenants.

The State Government subsequently extended the Single Pension increase rent exclusion to the 20 March 2011.

22.1 This exclusion is to be applied to **Single Pensioners only**. This applies to the following pension types: Aged Pension, Disability Support Pension, Carer payment, Veteran Service Pension, Income Support Supplement, War Widow Pension, Bereavements Allowance, Wife Pension, Widow B Pension.

More information about the Single Pension Scheme is available on the department's current website www.housing.wa.com.au

22.2 When calculating Rent payable in Caretaker for affected Tenants and Household members, enter the code NPI (Non-assessable Pension Increase) for the amount indicated against the "Government Housing Authority Concessional Amount" listed on clients Centrelink Statements

22.3 By entering this code, Caretaker will recognize this amount as non-assessable and will not take this into account when calculating the rent payable.

INDIVIDUAL

PROPERTY

MARKET RENTS

MANUAL



Government of Western Australia
Department of Housing

INDIVIDUAL PROPERTY MARKET RENTS

The Department assesses rental payments by two separate processes. A **Rent to Income assessment** is based on the tenant's income and not the market features of the property occupied (See RENT TO INCOME POLICY).

An **Individual Property Market Rent** is charged where a tenant is not eligible to have the rent calculated in reference to income and the rent is based on the market features of a property. Under an Individual Property Market Rent, the market features of a property are assessed by data supplied by the Valuer General's Office (VGO) and reviewed annually.

The VGO bases the market value of a property, on four property attributes and the location. These are:

1. Dwelling type: Whether the property is a single detached house, a medium density/grouped housing complex or a flat/apartment
2. The number of bedrooms contained in the property
3. Construction Material – Whether the property is brick/masonry or frame construction.
4. The age of the dwelling
5. The locational index. This is based on factors such as the suburb in which the property is located. It is further categorised by region in which the property is located – metropolitan/country, northwest (including Kalgoorlie/Boulder).

If you wish to know the market rent placed on an individual property, contact the Department's regional or branch office responsible for the management of the accommodation.

TRANSFER

POLICY



Government of Western Australia
Department of Housing

TRANSFER POLICY

PRIORITY TRANSFER

See PRIORITY ASSISTANCE POLICY

TRANSFER AT THE DEPARTMENT REQUEST

See NEW LIVING PROGRAMME- TENANT RELOCATION POLICY

See TENANCY MANAGEMENT POLICY (for under occupied tenancies)

PREAMBLE

Once a tenant occupies the Department's accommodation, occasions may arise in which a tenant may wish to transfer to alternate accommodation.

There are three ways by which a tenant may make application for a transfer if they meet the eligibility criteria. These are:

Eligibility Transfer

Cross Transfer

Priority Transfer

Eligibility Transfer: applies only to families who have accepted apartment accommodation and/or seniors in bed-sitters. It does not apply to any other tenancy. This will be on a 'wait turn' basis – that is, the application is listed in order of date of lodgement in a 'queue' order and an allocation will be received when the applicant's turn on the waiting list has been reached for his/her most preferred zone.

Cross Transfer: is a transfer that tenants organise for themselves. A tenant seeking to transfer locates another tenant who wishes to 'swap' accommodation with them. Provided that both parties are eligible for the accommodation in question and the Department approves the transfers, the tenants then exchange properties at their own cost. A cross-transfer may only occur between two public housing properties.

Priority Transfer: undertaken where the tenant has an urgent need. See PRIORITY ASSISTANCE POLICY

A **Transfer at the Department's request** will be affected, with the consent of the tenant, where the Department wishes to recover the property. See PRIORITY ASSISTANCE POLICY.

TRANSFER POLICY

POLICY

GENERAL CONDITIONS APPLICABLE TO ALL CATEGORIES OF TRANSFER (except those transferring at the Department's request)

Tenancy Breaches

1. In order to qualify for a transfer, a tenant must have no substantial breaches of tenancy or the *Residential Tenancies Act 1987 (RTA)* for a period of at least one-year.

Right Of Appeal

- 2 Transfer applicants are eligible to appeal a decision regarding their application for transfer through the Department Appeals Mechanism.

Transfer Costs

- 3 All tenants will be required to pay all costs associated with the transfer.

GUIDELINES & PRACTICES

- 1.1 Example:
A tenant must:
 - Not have a debt;
 - Have maintained acceptable property standards; and
 - Not have been subject to complaints about disruptive behaviour.
- 1.2 If a tenant breaches conditions of the Tenancy Agreement or *Residential Tenancies Act 1987* a letter will be sent to the tenant advising of the breach and its consequences and giving an opportunity to rectify the breach if appropriate. If the breach has not been rectified within a reasonable amount of time the transfer application may be withdrawn.
- 2.1 See. The Department's Appeals Mechanism
- 3.1 These are:
 - Two weeks assessed rent for the new accommodation
 - Any established tenant liability cost incurred from the previous property from which they have transferred.
 - Payment of water consumption and any other debts
 - Removal and Service Connection Fees at new property.

TRANSFER POLICY

POLICY

Property Inspection And Tenant Liability

4. A property inspection must be undertaken before a transfer application is approved and again before the transfer occurs and estimated tenant liability paid before the tenant transfers.

Eligibility For The Department Assistance

5. Tenants who are no longer eligible for the Department's assistance are not eligible for a transfer.

CONDITIONS APPLICABLE TO ELIGIBILITY TRANSFER

Vacation Of Property Before Transfer Received

6. Should a tenant vacate prior to receiving a transfer, the transfer application is withdrawn and the transfer listing date cannot be used as a listing date if the applicant requires assistance in the future.

Listing Date

7. The listing date of a transfer application is the date that the application is received by the Department office.

Valid Offer Of Accommodation To A Transfer Applicant

8. A valid offer of accommodation is consistent with a valid offer of wait turn accommodation for applicants on the housing assistance list.

GUIDELINES & PRACTICES

- 4.1 See Tenant Liability Policy for guidelines.

- 4.2 See s 15.4 for Cross Transfers

- 5.1 See Tenant Eligibility Policy.

- 5.2 Tenants must reside in public housing and meet eligibility requirements.

- 6.1 See Priority Assistance Policy 25 to 25.2 for variation for priority transfer (victims of domestic violence or who have a fear for their safety are exempt from this condition).

- 7.1 Application for transfer must be in writing and the listing date is the date of the initial contact. The Housing Services Officer may be asked to assist in completing the application form.

- 8.1 See
 - Section 9.5 Allocations Policy.
 - Section 9 to 12.1 Priority Policy.

TRANSFER POLICY

POLICY

Eligibility Transfer

9. The criteria for an Eligibility Transfer are:
- Families occupying apartment accommodation in any location.
 - Seniors occupying bed-sitter accommodation in any location.

CROSS TRANSFERS

10. Tenants may organise their own transfer by finding another tenant to undertake a direct exchange of accommodation.

Eligibility For Accommodation Type

11. Both tenants must be eligible for the accommodation they intend to transfer to.

The Department Approval

12. The Department must approve the cross transfer before it occurs

GUIDELINES & PRACTICES

11.1 Example: A single senior in family accommodation cannot cross transfer with a family, because he/she is only eligible for senior's accommodation. In such an instance, he/she has been permitted to live in accommodation for which he/she is ineligible for other reasons. In any transfer, the Department would require that accommodation type eligibility requirements be met.

12.1 Both tenants must be eligible to transfer (see s 1-2 of this Policy)

12.2 If the transfer involves two regions, both regions must approve the arrangement

12.3 If cross transferring between regions the applicant lodges their 'Cross Transfer' application with the region they currently reside

TRANSFER POLICY

POLICY

Cont...The Department Approval

Transfer Costs

13 Tenants will be required to pay all costs associated with the cross transfer

Rental Payments

14. The new rent will be assessed at the same rate as in the previous tenancy.

TRANSFER AT THE DEPARTMENT'S REQUEST

15. The Department may request a tenant to transfer to another property for the purposes of redevelopment or because of under occupancy

GUIDELINES & PRACTICES

Property Inspection

- 12.4 Both tenants must have no substantial breaches of tenancy or the *Residential Tenancies Act 1987 (RTA)* for a period of at least one-year for an application to be approved.
- 12.5 A property inspection must be undertaken before a transfer application is approved and estimated tenant liability paid before the tenants transfer.
- 12.6 A second inspection at the time of the transfer is only required if there is a substantial delay between the property inspection for approval purposes (see s 5 of this policy) and the date of the transfer occurring.

- 15.1 See New Living-Tenant Relocation Policy (for redevelopment transfers) and Tenancy Management Policy s 13 (for under occupied transfers)
- 15.2 The Department may offer incentives to encourage a tenant to relocate For redevelopment see New Living- Tenant Relocation Policy and for under occupancy see Tenancy Management Policy s 12.

DEBT RECOVERY

AND DEBT

DISCOUNT SCHEME

MANUAL



Government of Western Australia
Department of Housing

DEBT RECOVERY POLICY

PREAMBLE

The Department pursues debts in accordance with the provisions of the *Residential Tenancies Act 1987*. Any monies owing to the Department result in less funds available to assist needy people waiting for housing assistance. The Department always prefers to come to an arrangement to repay a debt, rather than take legal action to pursue the matter through the courts.

POLICY

Applicants With A Debt To The Department

1. See ELIGIBILITY POLICY

Account Finalisation

2. All accounts will be finalised within six weeks of vacation of the property.

Tenants In Occupation

3. Tenants with a debt to the Department, either current or relating to a previous tenancy or Bond Assistance Loan, will have no maintenance undertaken above what is required under section 42 of the *Residential Tenancies Act 1987*, unless alternative arrangements to repay the debt have been made and are being maintained.

Debts Related To Current Tenancy

4. Debts related to the current tenancy of the debtor will be pursued according to the requirements of the RTA.

GUIDELINES & PRACTICES

- 2.1 Accounts will have details of the work done and the job order number.

- 2.2 A letter will accompany the account explaining the appeal process and where to get assistance and information.

- 4.1 Example: Rental arrears, tenant liability, water consumption debts; incurred during current tenancy.

- 4.2 Tenant must enter into a proposal to repay the debt and maintain payments until the debt is cleared.

DEBT RECOVERY POLICY

POLICY

Cont.....Debts Related To Current Tenancy

Debts Relating To A Previous Tenancy

5. An arrangement to repay a debt from a previous tenancy is a private arrangement between the Department and the tenant/applicant debtor and cannot be reflected in the Tenancy Agreement. The client should provide evidence where part of the debt relates to bankruptcy and payments will not be sought.

Debt Relating to a Previous Tenancy at the Same Address

6. Once a Magistrate has authorised a court order terminating the tenancy, the Tenancy Agreement becomes obsolete. Where the Department approves continued occupation, debt relating to the obsolete Tenancy Agreement will be treated as Vacated Debt.

Statute-Barred Debt

7 Under the Limitation Act 2005 (WA) the period for a tenancy debt is 6 years. Expiration of the period does not expunge the debt as if it never existed but once this period has elapsed, the debt becomes "statute-barred" and legal recovery is not permitted.

Under the Bankruptcy Act 1996 (Cth), where a client declares bankruptcy, the debt becomes "statute-barred", subsequent

GUIDELINES & PRACTICES

4.3 Failure to enter into a proposal to repay and maintain payments until the debt is cleared will result in a termination of tenancy under Section 62 of the RTA.

4.4 See also 5 to 5.1 for reasonable repayment proposal.

5.1 The agreement is reflected in the proposal to repay only.

5.2 Section 62 of the RTA cannot be used to terminate debts from a previous tenancy. See 4 to 4.4.

5.3 Failure to maintain the agreement will result in the Department taking action under Section 15 of the RTA.

6.1 The tenant must agree to and maintain a repayment arrangement for the Vacated Debt. If the tenant defaults on the repayment arrangement, eviction action will proceed.

6.2 The Debt Discount Scheme will not apply where a tenant continues to occupy the same property.

7.1 Repayment of statute-barred debts cannot be actively pursued.

7.2 Statute-barred debts can be reactivated if a client makes a payment or provides the Department with written acknowledgement that the debt exists. The debt then becomes Written Off Recoverable and standard recovery procedures resume.

DEBT RECOVERY POLICY

POLICY

discharge of the bankruptcy relieves the customer of the legal liability to repay the debt, but it does not expunge the debt as if it had never existed.

Repayment of statute-barred debts will not be pursued by the Department and will not preclude further assistance being offered by the Department.

Arrears Repayment For Tenants In Occupation

8. The Department will act promptly to ensure that arrangements to repay a debt are made with a tenant in occupation, to prevent the accumulation of a large debt.

GUIDELINES & PRACTICES

- 8.1 For all debts, the Department will seek an arrangement so that the combined total of the tenant's arrears and current debt does not exceed 30% of their total assessable household income. Tenants may at their own discretion pay extra monies above 30% of income on their volition.

Example:

Where the agreed payments are not maintained, contact should be made with the tenant to ascertain why payments have ceased. Discretion should be exercised where there has been a loss of income, for instance due to Centrelink payment cancellation, loss of employment, or a cancellation of maintenance payments. The termination process should recommence once a final warning has been sent to the tenant and continue in the absence of a satisfactory response from the tenant.

- 8.2 Family Payments income is assessed at 10% of Additional Family Tax Benefit A and 5% of Family Tax Benefit B. **Basic Family Tax Benefit A is not assessable.**

DEBT RECOVERY POLICY

POLICY

GUIDELINES & PRACTICES

Default On A Proposal To Repay A Debt

9. Any tenant failing to maintain an agreement of the proposal to repay a debt will be advised of default by letter and given seven days with which to comply. Failure to comply will result in legal action commencing.

Joint Liability Of Tenants

10. Tenants signatory to the Tenancy Agreement is jointly liable for any debt.
- 10.1 Tenants who jointly sign the Tenancy Agreement are jointly liable for any debt from the tenancy. This means that a debt is split evenly between all parties signatory to the agreement.

Minimal Maintenance

11. See TENANT ELIGIBILITY POLICY.

- 8.3 Child and Spouse Maintenance payments will be assessed at 20% of maintenance

DEBT DISCOUNT SCHEME POLICY

PREAMBLE

In recognition that many customers have no other housing options other than public rental housing, the Department offers customers with a debt, the opportunity to repay a proportion of the monies owing in lieu of the full debt, in order to facilitate earlier re-entry into the public rental housing program. It is also available to customers with a debt to the Department, wishing to access home ownership in order to facilitate private home ownership.

POLICY

General

12. A customer with a debt to the Department will be offered credit for monies repaid, in order to facilitate earlier re-entry into public rental housing or homeownership, if they participate in the scheme. To be eligible to participate in the scheme the debt must not relate to the current tenancy (The Debt Discount Scheme does not apply to Bond Assistance Loan debts). Applicants/Tenants should be advised of their rights to participate in the Debt Discount Scheme for debts that do not relate to the current tenancy. Where possible correspondence should include reference to the Debt Discount Scheme and application form. Applicants do not need to have a current application for public housing to participate in the scheme.

13. Any customer with a debt to the Department, which is currently being repaid, may participate in the scheme, the debt being calculated at the amount owing at the time of participation. (Not available to customers wanting to secure another Bond Assistance Loan or tenants with a debt in their current tenancy).

GUIDELINES & PRACTICES

- 12.1 This is not available to tenants with a debt in their current tenancy (see 15).
 - 12.2 A debt is deemed to be an old debt when it is not related to a current tenancy.
-
- 13.1 Example:
Original debt \$1,000; amount already repaid \$500; debt for the purpose of participation in the Debt Discount Scheme \$500.
The discount will be calculated on the amount owing at the time of participation, not the total debt.
 - 13.2 If you are already repaying a debt you may participate in the scheme. However, the discount will only apply to the amount that remains to be paid at the time you enter the scheme.

DEBT DISCOUNT SCHEME POLICY

POLICY

14. Participants will have their application for assistance registered with the date of commencement of participation in the scheme and will receive the benefit of this date when the fifty percent of the debt has been repaid.
15. If the applicant ceases to make payments, or fails to make payments as agreed, the application may be withdrawn. Tenants will be advised in writing giving them 21 days notice of such a decision and information on the appeal process.

Current Tenants

16. Tenants with a debt to the Department may only participate in the Debt Discount Scheme, in order to repay a debt from a previous tenancy/s.

Scheme Details

17. Participants will qualify for a discount of fifty percent off their debt; that is a \$1 discount for every \$1 paid, when fifty percent of the debt has been repaid
18. Payments must be maintained at the agreed intervals and at the agreed amount if participation is to continue.
19. The Department recognises that a customer signing a debt discount scheme application form may still be eligible to follow the appeals or court process.

GUIDELINES & PRACTICES

- 14.1 A registered application accrues time on the waiting list, but only becomes active after a debt has been repaid.
- 16.1 The scheme does not apply to debts accumulated in the current tenancy or Bond Assistance Loan debts.
- 16.2 Debt Discount Scheme is not available to tenants who have had their tenancy terminated by the court and then restored by the Department at the same address.
- 16.3 Debt Discount Scheme is not available to the Department tenants who have been transferred to another tenancy and in doing so incur a debt.
- 17.1 Example:
A debt of \$600 – participant will only be required to repay \$300 before the debt is considered to have been cleared.
- 18.1 Example:
Participant agrees to make repayments at \$10 per week – \$10 is the agreed amount and the interval is a week. (See 14.)
- 18.2 Payments may be made as a single payment if a participant wishes.
- 19.1 Signing the debt discount form does not necessary constitute agreement to the debt.

CLIMATE CONTROL POLICY



Government of **Western Australia**
Department of **Housing**

CLIMATE CONTROL POLICY

POLICY

GUIDELINES & PRACTICES

HEATING

The Department Installed

1. The Department will install a heating appliance to designated seniors and disability accommodation within cold winter climate zones as determined by the Bureau of Meteorology. Heating appliances will not be installed in other accommodation types, unless the tenant applies for a heating appliance and is assessed for eligibility.
 - All tenants other than seniors in designated seniors accommodation will pay a room heater hire fee and sign a Room Heater Hire Agreement which is a separate agreement to their Tenancy Agreement. Seniors residing in designated seniors accommodation are excluded from signing Heater Agreement form.
- 1.1 The provision of heating appliances is subject to available funding.
 - 1.2 In seniors accommodation a gas room heater is provided. Where gas is not available an electric heater is provided.
 - 1.3 Priority will be give to applicants with a proven need (eg medical) regardless of income source; others will be listed on a wait-turn basis, dependent upon available funds.
 - 1.4 In country areas where there is no reticulated town gas, the use of solid fuel heaters, such as slow combustion stoves, is dependent upon tenant request and Regional discretion.
 - 1.5 Designated seniors' accommodation refers to accommodation specifically designated for seniors:
 - Aged persons units
 - Bed sitting units
 - Flats
 - Apartments
 - Townhouses
 - Lodging Houses.
- It does not include seniors living in family accommodation.
- 1.6 Tenants with a debt to the Department may be refused the provision of a heating appliance unless alternative arrangements to repay the debt have been made and are being maintained.

CLIMATE CONTROL POLICY

POLICY

Tenant Installed

2. Tenants may apply to install internal heating devices at their own cost.

Room Heater Hire Fee

3. A Room Heater Hire fee will apply where the Department installs a heating appliance, except for seniors living in designated senior's accommodation.

All new occupants to the Department rental housing after the introduction of Caretaker will pay the standard \$1.30 per week room heater hire fee for heating.

The hire of a heater is optional and if tenants do not wish to pay the hire fee the Department will remove the heater (excludes seniors in designated senior's accommodation).

GUIDELINES & PRACTICES

- 2.1 Such tenants may apply for reimbursement when the property is upgraded, or when the tenant reaches turn for assistance on the waiting list for a heating appliance.
- 2.2 The Department will only reimburse to the value of, including installation costs; the type of appliance that would have been installed had the tenant waited until the Department had undertaken the installation. If a tenant installs a heating appliance to a lesser value than that which the Department would have installed, reimbursement will only be to the value of the installed appliance.

- 3.1 As of the introduction of the PAC system all new applicants for a heating appliance will pay a standard room heater hire fee of \$1.30 per week for the appliance. No rebate will apply.

- 3.2 The previous Room Heater Hire fee structure will continue to apply to existing tenants.

This is:

Gas Heater } \$1.70 per week

Pot Belly Stove } \$3.00 per week

Boxer Stove } \$3.50 per week

This is calculated on the formula:

Subsidy = $\frac{\text{assessed family income} \times \text{amenities fee}}{325}$

325

If the assessed family income is greater than \$325 per week, there is no subsidy available to the household. Apartments, town

CLIMATE CONTROL POLICY

POLICY

COOLING

The Department Installed

4. The Department will install ceiling fans to properties in the North West or Kalgoorlie and remote areas.
 - The Department provides higher ceilings heights where ceiling fans are installed. Ceiling fans, Air conditioning apertures and ceiling/wall insulation have been provided to all new construction in the North West since 1990.
 - Design features are considered in all new construction in the North West and Kalgoorlie due to the climate changes in those areas.

INSULATION

5. The Department will install ceiling installation at any property where the household head (tenant) or partner are aged 80 years or over.

GUIDELINES & PRACTICES

houses and pensioner units in multi-density apartments, to be excluded from this policy and continue to be provided free of charge, as an incentive to occupy.

- 4.1 Tenants living in the North West or Kalgoorlie and remote areas whose properties are not fitted with Air Conditioning apertures may make application to have an aperture fitted subject to budget funding. The aperture will be installed to the Department Maintenance specifications with relevant electrical outlet being installed.
- 4.2 Tenants are responsible for the fitting and maintenance of their own air conditioning units installed in the Department properties.
- 5.1 Tenants under the age of 80 may make an application for ceiling insulation. Tenants must demonstrate they require ceiling insulation due to a current medical condition or disability. Medical evidence must be supplied to support the application.
- 5.2 The Department has a right to decline an application for ceiling insulation. Future use of the property and household composition will be taken into consideration in determining whether the application will be approved.
- 5.3 Should an application for ceiling insulation be declined, the tenant may appeal the decision through the Departments Appeals Mechanism.

CLIMATE CONTROL POLICY

POLICY

Cont.....INSULATION

GUIDELINES & PRACTICES

- 5.4 Tenants who are not eligible for ceiling insulation under the Department guidelines may install ceiling insulation at their own cost. Tenants must receive approval from the Department prior to installation.
- 5.5 Seniors that make an application for ceiling insulation and are currently residing in family accommodation will be offered a transfer to insulated seniors accommodation.

PRIORITY

ASSISTANCE

POLICY

INCLUDING PRIORITY TRANSFER



Government of Western Australia
Department of Housing

PRIORITY ASSISTANCE POLICY

PREAMBLE

The Department generally allocates housing to applicants in the order in which they apply. This queue order is termed the **waiting list**. How long an applicant will wait depends upon the area and type of accommodation required. Waiting times vary in different areas and for different accommodation types within the same area, depending on the demand from applicants and the amount of rental stock which the Department maintains in a given area.

An applicant with an urgent housing need which cannot be met by waiting for an offer of accommodation through the usual wait turn process may make application for **assistance** on a **priority basis**. This means that they by-pass the wait turn process and will be offered accommodation as soon as possible, after approval has been granted, depending upon the applicants special needs.

While every effort will be made to locate accommodation for a priority applicant which is of their most preferred location and accommodation choices, given the limited time available this is not always possible. **Applicants** must be **prepared to compromise in their choice**. This may mean that an applicant will be made a valid offer of accommodation outside his/her zone of choice, but which fulfils the eligibility criteria and needs of the applicant. An applicant declining such an offer without a valid reason **will be removed** from the priority list.

Areas of high demand (areas for which the Department has many applicants, limited rental stock or both).

In order to be able to allocate a property to any applicant, the Department is dependent upon a vacancy occurring. In areas of high demand, there is a low turnover of housing stock and few vacancies, and it is therefore difficult for the Department to provide assistance in these areas within a reasonable timeframe, regardless of the critical housing need of an applicant. The Department is also cognizant of the needs of applicants who have reached their turn on the waiting list, and a balance must be maintained to ensure these applicants are not penalised by remaining on the waiting list for longer than acceptable periods. Therefore, properties must be carefully allocated to maintain a consistency, fairness and balance between the competing needs of applicants on both the waiting list and the priority list.

Where an applicant for priority assistance applies for an area of high demand, this situation can usually be resolved by allocating a property in another suburb as close as possible to the general locality requested which, while not the applicant's most preferred choice, will resolve their housing problem.

However, there are some locations, particularly in country areas which experience critical demand and which do not have nearby areas to serve as an alternative. The allocation of priority housing in such an area would be extremely limited and approval for priority assistance would be granted only to those applicants able to substantiate their claim to having the most critical housing need. Therefore, while the Department may acknowledge an applicant's requirement for housing, the request for priority may be declined in favour of other applicants who have provided proof of a more critical need, which cannot be met by any alternative available options.

Where such situations occur, the Department will ensure that all available options and alternative areas are examined with the applicant who has been declined priority assistance, including the availability of accommodation in other regions and branches.

PRIORITY ASSISTANCE POLICY

Assessment of a priority application

In assessing an applicant's priority housing need, consideration should be given to other housing alternatives available to the applicant are considered. In some situations the use of the Department's Bond Assistance Loan (BAL) to assist in securing private rental premises may be considered an alternative option to priority assistance. As some families, in particular Indigenous people or those with special needs, experience difficulties in accessing private rental accommodation, the Department will not request written evidence that an applicant cannot find private accommodation. In the case of large families or applicants with special needs it is acknowledged that BAL and private rental is not necessarily an alternative. Other options which may be considered viable are sharing with friends or relatives whilst awaiting an offer of accommodation. Applicants whose applications are listed on a priority basis and who make other housing arrangements whilst awaiting an offer of accommodation will have their circumstances reassessed for retention on the priority list. Applicants who are receiving assistance through the Supported Accommodation Assistance Program (SAAP) will be given every consideration for a priority listing for rental housing and if already listed under priority criteria, will retain that listing.

Examples of situations which may contribute to an urgent housing need include **medical conditions in which the medical condition is being caused or aggravated by the applicants existing housing**, domestic violence and racial harassment. Any claims must be substantiated by documentation from medical practitioners or community or governmental agencies.

Applicants with a Disability - where significant housing modifications are required – See HOUSING FOR PEOPLE WITH DISABILITIES.

The past tenancy history of an applicant and a debt to the Department are also factors in assessing an applicant for priority assistance and issues such as a debt and/or previous breaches of tenancy must be addressed to the Department's satisfaction, before the application will be considered. See ELIGIBILITY POLICY Relating To Further Assistance.

Applicants in a crisis situation requiring immediate accommodation are **not** eligible for priority assistance. Priority assistance is not crisis accommodation, but assistance ahead of turn on the waiting list. Applicants requiring crisis accommodation will be assisted in locating agencies offering crisis accommodation. Once the immediate crisis is resolved, applicants may apply for priority assistance and will be assessed in the same manner as all priority applicants. Being accommodated in crisis or emergency accommodation does not give an applicant automatic precedence over other priority applicants. A person in crisis needs to be removed from the crisis situation and given the opportunity to then look at all options for long-term housing. This may include such alternatives as renting privately with bond and/or rental assistance; taking legal action to retain a joint ownership property, or moving into shared accommodation with a relative or friend.

Accommodation allocated on a priority basis is considered to be **secure and long term** and an applicant will not be transferred to alternate Department accommodation at a later date unless he/she is eligible. (See Transfer Policy).

Where **Domestic Violence** is a factor, see also FAMILY AND DOMESTIC VIOLENCE POLICY.

PRIORITY ASSISTANCE POLICY

POLICY

Criteria For Priority Assistance

1. An applicant for priority assistance must be eligible for assistance in relation to all the Department's eligibility criteria, but have an urgent housing need and no other viable housing options, but public rental housing.

An applicant with a previous tenancy history including debts, property standards and disruptive behaviour are to have their application referred to the Regional Manager, Assistant Regional Manager, Manager Housing Service, Manager Client Service or Area Manager for a decision under the Discretionary Decision Making Policy

GUIDELINES & PRACTICES

- 1.1 Examples:
 - Medical condition which is being caused or aggravated by applicant's existing housing.
 - Medical condition urgently requiring treatment not available in the area where the applicant currently resides and where there is no reasonable access to public transport.
 - Domestic Violence. (see Family and Domestic Violence Policy)
 - Where child abuse has occurred, which requires relocation of the family to avoid the perpetrator or to assist the recovery of the traumatised child.
 - Where an applicant requires accommodation in order to take a child out of care (to reunite child/children with family) or where the fostering of a child/children limits housing options.
 - Harassment.
 - Employment – where it is demonstrated employment has been obtained in another town or zone this may be grounds for transfer subject to income eligibility. Within the metropolitan area a transfer may be considered but will depend on the location of employment and access to transport and where commuting is not a viable option.
 - Where it is demonstrated that a grandparent has the primary care of their grandchildren due to family crisis or dysfunction.
 - Homelessness (Definition – as per the Homeless Taskforce)
Primary Homelessness: someone sleeping rough i.e. in the park, under bridges is considered grounds for priority assistance.

PRIORITY ASSISTANCE POLICY

POLICY

Cont.....Criteria For Priority Assistance

GUIDELINES & PRACTICES

Secondary Homelessness: is an accommodation arrangement with no formal tenure i.e. an applicant in crisis accommodation or staying with friends/relatives.

Tertiary Homelessness: an insecure accommodation arrangement such as boarding houses, caravan parks or rooming houses.

Generally only clients who are experiencing **primary homelessness** will be approved for Priority Assistance. However, secondary or tertiary homelessness may be considered grounds for priority assistance where it is confirmed with supporting documentation that the applicant's accommodation arrangement can not continue and where other factors prevent the applicant from accessing other viable housing options.

- 1.2 Where an applicant applies for a country town, which is experiencing high demand and has no towns nearby to serve as an alternative, they may not be considered eligible for priority assistance. Priority assistance may be limited to current residents only. Example:
- Persons moving from an area with reasonable access to housing, to a country town with high demands from the local population and low turnover of property may not be eligible for priority assistance.
 - An applicant who disposes of property in the south of the state and moves to a northwest town, i.e. Broome, Karratha & Port Hedland for reasons of better climate and lifestyle, without health or other urgent reasons for the move, may not be eligible for priority assistance.
- 1.3 Applicants that are waiting for permanent residency or citizenship status to be approved may apply for priority assistance and accrue time on the priority waiting, but can not be allocated a

PRIORITY ASSISTANCE POLICY

POLICY

General Conditions

2. An application for priority assistance is made on the standard application form and must be accompanied by documentary proof of claims of urgent housing need.
3. Applicants for priority assistance may nominate their most preferred location.
4. All applicants for priority assistance must be **interviewed as soon as possible** following receipt of the application. The interview must be documented in writing and a copy retained on the applicant's file.

GUIDELINES & PRACTICES

property until they have permanent residency or citizenship.

- 2.1 Doctors or paramedical certificates detailing medical condition and reason why present accommodation unsuitable.
 - Support letters from community or government agencies.
 - Police reports.
- 3.1 **Exception:** Country areas of high demand, which have no nearby towns with available accommodation (see s 1.2 and Preamble).
- 3.2 The Department may be unable to offer accommodation in the areas of preferred choice.
- 4.1 This is to ensure that:
 - Claims are verified.
 - A full assessment of needs can be made.
 - Alternative housing options are to be examined and discussed with the applicant. (Private rental may not be an option for larger families due to the difficulty in accessing the private rental market. Sharing with family or friends may not be an option for people whose culture precludes them from sharing with particular family members).
 - An applicant is to be provided with the Applying for Priority Housing Assistance brochure on the Priority Assistance guidelines, timeframes and what constitutes a valid offer. This will assist the applicant in making a more informed decision on priority assistance.
 - Decisions to take no longer than **2 working days**.
- 4.2 The interview may be undertaken by telephone, in a Department office, or the applicant's home.

PRIORITY ASSISTANCE POLICY

POLICY

5. The **listing date** for a priority application is the date that the application received approval and priority status was granted.
6. An applicant's priority status and listing date may be portable and transferable to an area for which priority assistance was not approved. This will be at the discretion of the Manager for the region where the applicant wishes to reside.

Time Frame For Assistance

7. An applicant for priority assistance will be offered accommodation as soon as possible after priority status being approved, depending upon the applicant's special needs.
8. If the area nominated is one of **high demand**, the Department will canvass the applicant's most preferred choices. If there are no vacancies within a suitable time, the Department will make an allocation, which is the closest; **available** to the applicant's nominated choices.

Valid Offer Of Accommodation On A Priority Basis.

9. A **valid offer** of accommodation is one that meets the applicant's critical need for housing but may not be of the most preferred zone.

GUIDELINES & PRACTICES

- 6.1 Application for change of zone preference is to be at the discretion of the Manager for the region the applicant wishes to reside. Consideration is to be given to the reason why the applicant wishes to change zone i.e. family support and/or support services– Refer to 1.2 for examples on areas of high demand.
- 6.2 A **wait turn** listing date is portable and can be transferred throughout the state (See WAITING LIST MANAGEMENT POLICY)
- 7.1 Applicants are to have their application for priority assistance reviewed after three (3) months if no valid offer of accommodation has been made. Applicants **may** be reassessed after three (3) months to determine their needs are still valid for priority assistance.
- 7.2 Applicants escaping domestic violence may be assisted ahead of turn
- 9.1 Allocation must be within the applicant's entitlement.

PRIORITY ASSISTANCE POLICY

POLICY

Decline Of An Offer Of Accommodation On A Priority Basis.

10. An applicant for priority assistance declining a **valid offer** of accommodation which is consistent with their most preferred choices as stated on the application form, will lose their priority status, be withdrawn from the waiting list and have to re apply for further assistance.
11. An applicant for priority assistance declining a **valid offer** of accommodation which is **not** consistent with their most preferred choices as stated on the application form, will lose their priority status and be returned to the waiting list and made another offer of accommodation when their turn for an offer of accommodation has been reached.
12. An applicant declining an **invalid offer** of accommodation will be made another offer as soon as suitable accommodation becomes available.

Applicants With A Prior Debt To The Department Or Previous Breaches Of Tenancy.

13. The conditions relating to an applicant for priority assistance with a debt to the Department or a record of previous breaches of tenancy are the same as for applicants for wait turn assistance.

Inter Regional Priority Applicants

14. The region in which the applicant wishes to be housed makes a priority assessment.

GUIDELINES & PRACTICES

- 10.1 Applicant will be withdrawn from the waiting list.
- 11.1 A tenant applying for Priority Transfer will have their transfer application withdrawn.
- 12.1 An invalid offer of accommodation is one for, which there is a genuine reason as to why the property is unsuitable, and the Department accepts this reason.
- 12.2 See ALLOCATIONS POLICY
- 13.1 See ELIGIBILITY POLICY – Further Assistance (General and Debt) and Bankruptcy Policy.
- 13.2 See ELIGIBILITY PRIORITY 31.3 regarding applicants with a history of operating drug laboratories from public housing premises.
- 14.1 An inter regional applicant is one who makes application for assistance in a region different to the one in which he/she wishes to be housed. Example:
 - An applicant making application to be housed in the **Bunbury Region**, but making the application through the **Fremantle office**.

PRIORITY ASSISTANCE POLICY

POLICY

Cont.....Inter Regional Priority Applicants

15. Where inter regional priority assistance is requested, all assistance must be given to the applicant by both regions concerned to ensure that the application is treated with the speed and efficiency necessary for priority assistance.
16. The **region** in which the **applicant is applying to be housed** will advise the applicant of the application outcome.

Appealing Of A Decision Regarding A Priority Application.

17. Any adverse decision made regarding an application for priority assistance is appealable through the Department's Appeals Mechanism.
18. Any appeal regarding an inter regional priority application must be made to the region in which the applicant wished to be housed.

GUIDELINES & PRACTICES

- 14.2 The region receiving the application will make an **assessment** of the applicant's circumstances and will **recommend** an outcome. But the **region in which the applicant is applying to be housed makes the final decision regarding the status of the application**. In the example above the Fremantle Region will undertake the assessment and make a recommendation, but the Bunbury Region is responsible for making the final decision.
- 15.1 Liaison between the two regions must be facilitated to ensure that there is no delay and that the applicant is not disadvantaged because of the involvement of two regions eg use of phone, fax, email.
- 16.1 Using the above example, it is the responsibility of the Bunbury **Region** to advise the applicant of the outcome.
- 17.1 See Department of Housing Appeals Mechanism.
- 18.1 If an applicant applied to be housed in the Bunbury region, but made application to the Fremantle Region, any appeal is to be made to the Bunbury Region.

PRIORITY ASSISTANCE POLICY

POLICY

GUIDELINES & PRACTICES

PRIORITY TRANSFER

General

19. All conditions relating to priority assistance are applicable to an applicant for priority transfer with additional conditions relating to their status as current the Department tenants.
20. The Department's tenant may make application for a transfer to alternate accommodation, where there is an urgent change of circumstances which necessitates moving to a different location or accommodation type.
21. An increase in family size **may** be a valid reason for a priority transfer to larger accommodation.
22. A **Property Inspection must** be undertaken **before** a transfer application is **approved**.
23. A tenant who is no longer eligible for the Department's assistance is not eligible for a priority transfer.
- 20.1 See 1.1 for examples.
- 21.1 Families wishing to accommodate migrants with assurances of support or asylum seekers are **not** entitled to increase their bedroom entitlement.
- 21.2 Where it is demonstrated that a grandparent has the primary care of their grandchildren due to family crisis or dysfunction.
- 22.1 A property inspection is performed to check that property standards are acceptable and to estimate Tenant Liability.
- 23.1 See TENANT ELIGIBILITY POLICY.

Tenants Vacating Before A Transfer Is Received

24. Transfer applications are withdrawn should a tenant vacate before receiving a transfer. The listing date for the transfer can not be used as a listing date in any future application for assistance.
25. Tenants who have been approved for a priority transfer due to concerns for their safety may formally vacate their tenancy and retain their priority listing date.
- 25.1 Such tenants must formally vacate their property and find alternate accommodation until an offer of accommodation is made by the Department. See FAMILY AND DOMESTIC VIOLENCE POLICY.

PRIORITY ASSISTANCE POLICY

POLICY

Cont.....Tenants who have been approved for a priority transfer due to concerns for their safety may formally vacate their tenancy and retain their priority listing date.

Transfer Costs

26. Any costs associated with a priority transfer are to be borne by the tenant.

Rental Payments

27. All tenants transferring to alternate accommodation will have their rent assessed at the same percentage rate as in the previous tenancy.

GUIDELINES & PRACTICES

25.2 The Department must be satisfied that:

- The tenant genuinely believes their safety is at risk if they remain in the property; and
- The only available option is to move out.

If the Department is not satisfied of the above then the tenant may lose their priority listing date.

25.3 The Department must be advised of a contact address and/or telephone number.

26.1 Tenant to be advised of costs:

- Two weeks assessed rent in advance for the new accommodation.
- Established tenant liability on current property
- Water consumption costs for current property
- Removal and service connection fees where applicable
- Property improvements will be considered.

27.1 (See RENT TO INCOME POLICY).

27.2 There will be no change in rental assessment for tenants transferring at the Department's request.

PRIORITY ASSISTANCE POLICY

POLICY

Priority Transfer At The Department's Request

28. The Department will facilitate the transfer of any tenant requested to move in the interests of the Department and will pay all reasonable transfer costs.

GUIDELINES & PRACTICES

28.1 Example where tenants may be requested to transfer by the Department:

- To make way for redevelopment.
- Due to under occupancy (see TENANCY MANAGEMENT POLICY)

28.2 The following items are included:

Reimbursements of Gas, Power and Telephone re-connection.

There is no charge by Western Power if the tenant notifies them of their pension number (the \$25.00 application fee is waived).

There are varying amounts for telephone connections depending on the provider. All of these charges appear on their first account at the new address.

Tenants are required to pay the account and submit a receipt for reimbursement, or submit the account and the relevant provider will be reimbursed directly.

Furniture Removal

Relocated tenants should be reimbursed for the cost of furniture removal, including packing and supply of packing boxes. The Department currently use removalist companies whose insurance policies and public liability have been verified.

Any contracts for furniture removal must comply with the State Supply Commission guidelines (that is, contract must go to tender if greater than \$50,000).

PRIORITY ASSISTANCE POLICY

POLICY

Cont.....Priority Transfer At The Department's Request

GUIDELINES & PRACTICES

Waiving of Rent

As an incentive to relocate, the Department may offer tenants up to a maximum of 4 weeks free rent on an alternate Department property.

Extra Incentives to Relocate

The Department may offer any, or a combination of the following non-cash inducements up to a maximum value of \$3,000.

- Floor coverings and/or windows
- Security installation
- Landscaping
- Ceiling fans
- Brick paving
- Water allowance

Extra incentives, to be approved by Regional Manager

**FAMILY AND
DOMESTIC**

VIOLENCE

POLICY



Government of Western Australia
Department of Housing

FAMILY AND DOMESTIC VIOLENCE POLICY

PREAMBLE

Family and domestic violence is the use of violence and abuse to create fear and to control a person's behaviour. It includes physical assault, sexual assault, emotional and psychological abuse, financial abuse, social isolation and any behaviour which causes a person to live in fear.

Domestic violence most commonly refers to violence and abuse in intimate partner relationships. The term family violence includes violence and abuse in all family relationships including partner, sibling and inter-generational relationships.

The Department recognises its role and responsibility as a participant in a coordinated response to family and domestic violence, and that the needs of children should be a guiding factor in any decision making.

The Department does not provide emergency or crisis accommodation. Department of Housing officers can assist applicants to locate agencies offering crisis accommodation.

POLICY

Eligibility For Assistance Due To Family And Domestic Violence

1. Applicants applying for priority assistance on the grounds of family and domestic violence will have their application assessed according to priority assistance eligibility criteria.

GUIDELINES & PRACTICES

- 1.1 Previous tenant history shall not limit an applicant's right to priority assistance. However, it may be a factor in the type of assistance provided or conditions placed upon assistance.
- 1.2 The Department requires one or more of the following to establish the occurrence of family and domestic violence:
 - Contact details of, or support letters from, two professional sources such as a support agency, social worker, lawyer, doctor or psychologist;
 - Support letter from a family member or friend;
 - Possession of a current Violence Restraining Order (VRO) or court documentation relating to the recent lodgement of a VRO;
 - Supporting documentation or information from the Police.
- 1.3 The Department acknowledges that in exceptional circumstance written evidence in situations of family and domestic violence is not always available or appropriate. If the Department is satisfied after

FAMILY AND DOMESTIC VIOLENCE POLICY

POLICY

4. Applicants who own/jointly own property will be eligible for temporary housing assistance where family and domestic violence is present.
5. Subject to the Department's prior approval, a tenant approved for a priority transfer may formally vacate their tenancy and retain their priority transfer listing date.

Privacy And Confidentiality

6. All clients will be assured of confidentiality regarding their circumstances, privacy in any contact with the Department and sensitivity from the Department officers.

Training For The Department Officers

7. Assessing officers will have attended mandatory and ongoing training in the understanding of issues relating to family and domestic violence and cultural awareness.

GUIDELINES & PRACTICES

- 4.1 Applicants will be required to provide evidence of progress towards a sale of the property or land within **six months** of being housed. To not place the applicant at further risk, the provision of this evidence will not be pursued until Family Court matters are resolved.
- 4.2 Until property settlement has been finalised, flexible repayment arrangement or suspension of prior debt should be considered.
- 5.1 Tenants must give the Department a contact address when vacating the property.
- 5.2 While every effort will be made, the Department cannot guarantee housing allocation in the zone of choice and may offer an adjoining zone.
- 6.1 Applicants may have a friend or advocate support them in discussions with the Department.
- 6.2 Applicants may request the interview to be conducted by an officer of a particular gender or background (subject to availability).
- 6.3 Applicants may request to be interviewed by an officer outside their local area. In these cases this interview may be conducted over the telephone if necessary.
- 6.4 An applicant identified as being from a non-English speaking background will be provided with the opportunity of an interpreter.

FAMILY AND DOMESTIC VIOLENCE POLICY

POLICY

Applicants With Joint Tenancies

8. The Department will regard the applicant who has the daily care and control of the children as the legal tenant.

9. The Department has no legal authority to remove a perpetrator from the premises.

Property Damage Due To Family And Domestic Violence

10. Tenants who demonstrate that they are victims of family and domestic violence and make claims against tenant liability may not be held responsible for the cost of repairs to a property due to wilful damage, provided that the damage has been reported to the Police.

GUIDELINES & PRACTICES

8.1 The tenancy situation may be reversed if the other party gains daily care and control of the children at a later date.

8.2 Non-custodial parents may apply for family accommodation pending the outcome of a Family Court decision. The matter must be fully resolved before accommodation is allocated.

8.3 A tenant who is the non-custodial parent and who remains in family accommodation after the family has moved out may be:

- Required to move out or transfer due to under occupancy;
- Transferred to singles accommodation if eligible for assistance as a single person and if accommodation is available;
- Given a Bond Assistance Loan, if eligible.

9.1 Either the legal tenant or a support agency will need to call for police assistance if this is necessary. The tenancy agreement states that a tenant is responsible for the actions of persons on the premises with permission of the tenant.

9.2 In life threatening circumstances, Department officers or the tenant may request the Police to act within their power to ensure safety and protection of the tenant and any dependent children.

10.1 This includes where the person causing the damage is a joint tenant, another household member or a non-household member.

10.2 A police report must be made as soon as possible after the damage has occurred and the damage must be reported to the Department as soon as practicable.

FAMILY AND DOMESTIC VIOLENCE POLICY

POLICY

Security For Public Housing Tenants

11. Victims of family and domestic violence may apply for additional security to the property. The Department will ensure that tenants, whose safety is at risk, are provided with additional security measures in line with the Department's Maintenance Policy.

GUIDELINES & PRACTICES

- 10.3 Evidence to support the tenant's claim against tenant liability may include:
- Police report number, supporting documentation or information from the Police;
 - Brief report of damage by tenant;
 - Letter from a support agency on behalf of their client advising of the damage.
- 10.4 If property damage is associated with the incidence of family and domestic violence, the Department will press charges of wilful damage. It is expected that the victim will collaborate with the Department in providing evidence. The Department will not require collaboration where it may put the victim at greater risk.
- 10.5 If the perpetrator is found guilty of the charges of wilful damage, the Department will pursue damages.
- 10.6 If property damage due to family and domestic violence is not reported to the Police, tenant liability will be divided in proportion to the number of signatories on the tenancy agreement.
- 10.7 Discretion may be exercised in the determination of tenant liability where family and domestic violence is involved and the matter not reported to the Police.
- 10.8 In the case of a joint tenancy other tenant liability, not associated with the family and domestic violence will be assessed on a proportional basis.
- 11.1 Approved applicants for additional security whose safety is at risk will be given priority; the tenant may be referred to crisis accommodation as an interim measure until the work is complete.
- 11.2 A letter from the Police or a refuge outlining the risk to the tenant will support the request for additional security.

FAMILY AND DOMESTIC VIOLENCE POLICY

POLICY

Debt To The Department

12. Applicants or tenants who are approved for priority assistance on the grounds of family and domestic violence will be required to enter in to an agreement to repay the debt in affordable instalments.

GUIDELINES & PRACTICES

12.1 Discretion may be applied where the applicant or tenant is experiencing family and domestic violence to ensure the debt does not prevent assistance being provided. For example, applicants with an existing debt may also be considered for a Bond Assistance Loan.

12.2 Applicants may be eligible for the Debt Discount Scheme for debts from any previous Department of Housing tenancy.

**CULTURAL DIVERSITY
AND LANGUAGE
SERVICES POLICY**



Government of Western Australia
Department of Housing

CULTURAL DIVERSITY AND LANGUAGE SERVICES POLICY

PREAMBLE

The Department recognises that a number of applicants and tenants come from backgrounds which have differing cultural and sometimes religious requirements that may affect their housing needs. Aboriginal and Torres Strait Islander people and people from a culturally and linguistically diverse background are two such customer groups.

POLICY

Applications To House Extended Family Groups

1. Applicants who wish to be housed as an extended family group may make application as an extended family group or as separate application units to be housed within the same zone.

GUIDELINES & PRACTICES

- 1.1 Upon application applicants must be given information as to the relative waiting times for 4 bedroom (plus) stock and that they may make individual applications for accommodation within the same zone or country town.
- 1.2 Advice must also be given that it is not always possible to synchronise an allocation of this type, given that different accommodation types/bedroom numbers have different waiting times.
- 1.3 Aboriginal grandparents who accommodate grandchildren 50% of the time or more may be allocated extra bedrooms. This will be defined in the appropriate cultural context where some children stay irregularly, but consistently, with family members.
- 1.4 Applicants with extended family groups, which include persons without permanent residency status, must accommodate these people within their current accommodation entitlement and will not be entitled to extra bedrooms for the purpose of accommodating these people. Example: **Migrants with Assurances of Support** (see ELIGIBILITY POLICY).
- 1.5 Definition of extended family within an Aboriginal context relatives of the family concerned, for whom they could be reasonably expected to take responsibility; that is, parents, children and grandchildren.

CULTURAL DIVERSITY AND LANGUAGE SERVICES POLICY

POLICY

Interpreter Services

2. **All the Department's customers** are entitled to a professional interpreter to assist them with any transaction with the Department, in which they require assistance.

3. Any **Aboriginal** customer will be serviced by an Aboriginal employee where one is employed in the office concerned, on request.

4. **Any Customer** unable to attend a Department office due to distance or disability may ring toll free numbers or ring the head office and have their call transferred to the desired office, free of charge.

GUIDELINES & PRACTICES

Interpreting For The Deaf

- This includes customers who require assistance with AUSLAN Interpreting for the Deaf. Contact Deaf Society of WA, 9441 2623. Such assistance may be through one of the Department's regular weekly interpreting services in the metropolitan area, or through an interpreting and translating services.
- 2.1 Customers may also ring the Department from an outside number (such as home) through the Department's approved interpreting service, with the Department being responsible for the cost of the call.
 - 2.2 As of December 2010 regular weekly interpreting times are available in some Department of Housing offices.
 - 2.3 To assist customers with language difficulties, all Department letterhead paper is endorsed on the reverse side with a message in various different languages. The message states: This letter contains important information from the Department. If you cannot read or understand the contents, please find someone to translate it for you. Alternatively, come to the nearest Department office where we have access to a telephone interpreter service.
-
- 4.1 Numbers:
 - Head Office – toll free 1800 093 325
 - Switchboard 08 92224666
 - After Hours Maintenance – toll free 1300 137 677
 - e-mail: ask@housing.wa.gov.au
 - TTY 08 9221 3985

CULTURAL DIVERSITY AND LANGUAGE SERVICES POLICY

POLICY

Transfer

5. Any **Aboriginal** tenant wishing to transfer due to cultural or religious considerations associated with a death in the tenancy is able to use this as an acceptable reason to transfer on a priority basis.

6. Any tenant wishing to transfer to accommodate members of extended family **may** be able to use this reason to transfer on a **priority basis**.

Succession To A Tenancy For Extended Family Members

7. On the vacation or death of a family member, extended family members may make application to succeed to the tenancy.

Debt To The Department

8. In all instances the general conditions relating to a debt to the Department will be applicable.

Access To Properties By Maintenance Workers

9. Maintenance workers who are required to enter premises to conduct maintenance repairs or inspections are to enter subject to the conditions set out in the MAINTENANCE POLICY.

GUIDELINES & PRACTICES

5.1 All conditions relating to priority transfer are applicable.

5.2 See Priority Transfer.

6.1 See 1.3

6.2 See 1.4

6.3 See 5.1, 5.2

7.1 The extended family members must demonstrate that they have been a contributing member of the household for a period of time.

7.2 See TENANCY MANAGEMENT POLICY

See ELIGIBILITY RELATING TO APPLICANTS WITH A DEBT TO THE DEPARTMENT OF HOUSING

9.1 If a tenant insists for any reason a worker/contractor remove their shoes prior to entering the premises the worker/contractor is entitled to refuse to enter the premises to carry out the work.

‘GRANNY FLAT’ AND ADDITIONAL ACCOMMODATION FOR EXTENDED FAMILY MEMBERS

PREAMBLE

The Department will consider the provision of a ‘granny flat’ or the provision of an additional bedroom or bathroom for the housing of extended family, under certain conditions.

The criteria will include:

- The relationship of the extended family members to be housed, to the tenant
- The eligibility of the extended family members to access public rental housing in their own right and why they have not already done so
- Whether the tenant or extended family members to be housed have a debt to the Department, or other tenancy breaches
- The viable housing options that exist for extended family members
- Subject to budget and program commitments

The type of accommodation able to be supplied will depend on a number of planning and construction factors such as the size of the block, general property access, age and construction type of the house concerned and the general economic viability of the project.

POLICY

Exclusive Use

10. A property, which has an extension or ‘granny flat’ addition to house extended family members, will be retained for the exclusive purpose of housing large family units.

Eligibility

11. Tenants applying for a ‘granny flat’ or extension to house extended family must have had no significant breaches of tenancy for a minimum of 12 months.
12. Extended family members to be housed must be eligible for the Department assistance on all criteria
13. Members of an extended family are regarded as full members of the household and their income is calculated as part of the gross household income for the purpose of a rental assessment.

GUIDELINES & PRACTICES

- 10.1 Any reduction in the size of the family whereby the additional accommodation is no longer required, will mean that the remaining tenant/s will be required to transfer to alternate accommodation for which they are eligible.
- 10.2 This is the same requirement as for the housing of people with a disability, where purpose-built or modified accommodation is provided.
- 10.3 On occupation of the extended family the current tenancy will be finalised and a new tenancy at the same address commenced

- 12.1 See ELIGIBILITY POLICY

Occupation

- 13.1 See RENT TO INCOME POLICY

HOUSING FOR

PEOPLE WITH

DISABILITIES

POLICY



Government of **Western Australia**
Department of **Housing**

HOUSING FOR PEOPLE WITH DISABILITIES

PREAMBLE

For assessment under this policy, for the Department's purposes a person with a disability is defined as:

*any person with an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment that is permanent or likely to be permanent, **which impacts** on the housing needs of that person in terms of housing design, amenity level or proximity to appropriate medical and support services.*

The principles underlying the Department's policy for housing people with disabilities include:

- people with disabilities have ready access to a range of low cost housing options;
- people with disabilities have access to appropriately designed and located housing which meets the individual's needs
- the needs of people with disabilities should be understood and acknowledged by all Department staff

This policy acknowledges there are a number of constraints faced by people with disabilities in accessing housing including:

- lack of accessible housing
- the cost of modifications
- additional costs of living expenses (eg transport, delivery of goods etc)
- the need for support services

HOUSING FOR PEOPLE WITH DISABILITIES

Housing Options For People With Disabilities

The Department offers a number of housing programs, including mainstream rental housing, along with a number of community housing programs that are managed by the Housing Programs Directorate of the Department.

Some of these options are specifically for people with disabilities, such as the Community Disability Housing Program (CDHP) and the Access Home Loan scheme.

More information about all these programs is available on the Department's website www.housing.wa.gov.au or contact your nearest Department region or branch office.

HOUSING FOR PEOPLE WITH DISABILITIES

1. Mainstream Public Rental Housing

To be assisted under this program applicants must meet:

- Department eligibility criteria; and
- Have a current application listed on the Department's waiting list either on a wait turn or priority basis.

The mainstream public housing option is most suitable for people with:

- Limited or no accommodation support needs; or
- Individuals who can directly manage their own supports; and/or who can manage a high level of independence by obtaining support provided by others
- People with disabilities who are living with their families who provide a majority of their support requirements

Applicants need to have legal capacity or a substitute arrangement and have an understanding of the responsibilities and obligations of a direct tenancy arrangement.

Please note: The Department does not deliver or fund services for the provision of care or support for tenants

HOUSING FOR PEOPLE WITH DISABILITIES

2. Community Disability Housing Program

This program is available to people who need support to achieve and sustain a degree of independent living within the community and to achieve this independence require ongoing funded support services/ and or accommodation support packages. Under this program the Department works closely with the Disability Services Commission (DSC) and the Mental Health Commission (MHC) who refer funded applicants on an annual allocation basis (where support is funded by those agencies).

The Department provides the housing, which includes single independent units, shared group-homes, cluster units and other contemporary housing models. Other agencies such as DSC and DOH fund the support services or contract with non-government organisations to deliver the services. Eligibility criteria applies (Refer to the Eligibility Policy).

The housing is provided to a non-government organisation or regional housing association who manage the accommodation for their clients. This arrangement is secured under a head lease agreement between the organisation and the Housing Programs Directorate.

This program is managed by the Housing Programs Directorate and is available State wide. More information is available on the Department's website www.housing.wa.gov.au

HOUSING FOR PEOPLE WITH DISABILITIES

3. Access Home Loan Scheme (home ownership)

The Access Home Loan Scheme is a shared-equity loan, structured to assist people with disabilities to buy or build their own home or modify an existing home to meet their disability needs. The Department will own an equity share in the home, until such time the applicant can buy the remaining share.

To be eligible applicants must meet the Department's definition of disability (see below in 'Eligibility for the Department Assistance, 1.2) and have an income that is within the income limits set by the Department. Other borrowing criteria must be satisfied and applicants will need to have sufficient financial resources and sufficient income to repay a home loan

Enquiries can be directed to the Manager Access Home Loans. More information is available on the Department's website www.housing.wa.gov.au

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

GUIDELINES & PRACTICES

Eligibility For Department Assistance

1. For assistance under this policy, applicants must satisfy the Department eligibility criteria for a person with a disability.
- 1.1 See also – Eligibility Relating to the Income of Applicants.

1.2 Eligibility Criteria

The disability may be intellectual, psychiatric, cognitive, neurological, sensory or physical disability **which impacts** on the housing needs of that person in terms of housing design, amenity level or proximity to appropriate support services.

1.3 Medical Evidence

Medical or paramedical information is required to support the application. Written medical or paramedical evidence provided should:

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Cont.....Eligibility For Department Assistance

GUIDELINES & PRACTICES

- confirm the nature of the disability and its permanency or probable permanency and
- state how the disability affects the applicant's housing requirements.

1.4 Applications assessed under this policy will be referred to the Department's Occupational Therapist to determine specific housing requirements.

1.5 The household member with a disability may require specific housing design features and housing within close proximity to appropriate services, networks or support arrangements.

1.6 Consideration is to be given to War Veterans whose needs may be somewhat different and more complex.

1.7 Applicants with funded support "packages" may be eligible for referral to the Community Disability Housing Program (CDHP). Enquiries can be directed to the Housing Programs Directorate.

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Cont.....Eligibility For Department Assistance

Cash Asset Limit For People With Disabilities

2. The cash asset limit for people with disabilities is \$100,000. This cash asset limit is subject to the following conditions:
- Cash asset is defined as lump sum cash or investment, which is easily accessible to a person to be used for any purpose. Cash may be received in a number of ways including inheritance, compensation payout, gift or savings. Please see compensable application criteria. (see Eligibility Policy s2 and 3)

GUIDELINES & PRACTICES

- 1.8 In country areas the Regional Manager or the Manager, is responsible for the co-ordination of mainstream rental housing services for people with disabilities. Enquiries for Community Disability Housing Program (CDHP) should be referred to the Housing Programs Directorate.
- 2.1 Cash or investment which is invested in a trust account for the sole purpose of purchasing care needs and/or generating an income will be deducted from the cash asset amount to determine the assessable cash asset limit.
- 2.2 All applicants with a disability, who have in excess of \$100,000, will have their application referred to the Manager Customer Service or Regional Manager for assessment for eligibility.

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Cont.....Cash Asset Limit For People With Disabilities 2.3

- Those applicants assisted through accommodation options such as group homes or cluster strata title developments for the purpose of sharing accommodation supports, provided through the Community Disability Housing Program, are exempt from the Cash Asset Limit.
- Where the Department is satisfied that a person with a disability or a member of their household have sufficient cash assets to purchase a home in their preferred area which would meet their disability needs, they will not be eligible for rental assistance from the Department. (Information about the Department's Access Home Loan Scheme can be provided).

GUIDELINES & PRACTICES

- Care costs and/or amount invested for the sole purpose of generating an income can be deducted from the cash assets amount.
- Such cash asset must be invested in a trust managed account by a trustee or supported accommodation service for the sole purpose of purchasing care to enable and sustain independent living.
- The assessable income is not to be reduced to a level less than the current Disability Support Payment for the purpose of setting rent.

2.4 All decisions regarding eligibility based on cash asset limit can also be appealed, subject to appeal conditions.

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Cont.....Cash Asset Limit For People With Disabilities

Privacy And Confidentiality

3. The Department staff will be sensitive and respect privacy and confidentiality at all times in accordance with the Department's Privacy and Confidentiality policy.

GUIDELINES & PRACTICES

2.5 Where the cash asset appears to be sufficient to meet the accommodation needs of a person with a disability, the person must advise in writing why they believe the funds are insufficient to meet their housing needs. Accepted reasons may include:

- The area where they need to live is too expensive for them to purchase and their cash asset is insufficient;
- Funds are invested in a long-term superannuating fund for the sole purpose of generating an income.
- Funds are invested with a trustee or accommodation support provider for the purpose of purchasing care

3.1 Applicants may:

- Bring others (eg friend/advocate) with them during any contact with the Department;
- Have a support agency act on their behalf.

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Disability Working Allowance

4. Tenants or household members with disabilities who are in receipt of a wage or salary are entitled to a Disability Working Allowance from the Department.

GUIDELINES & PRACTICES

4.1 The tenants or household members should be in receipt of

- a Disability Support Pension plus a wage or salary or
- a wage or salary.

4.2 The tenants or household members must have provided written evidence that the disability impacts on their housing needs, as per eligibility requirements.

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Cont.....Disability Working Allowance

Income Eligibility

5. The eligibility limits for households with a person/s with a disability is 25% higher than the Department's maximum income limits for non disabled applicant's

GUIDELINES & PRACTICES

- 4.2 The assessable income is not to be reduced to a level less than the current Disability Support Pension for the purpose of setting rent.
- 5.1 Assessment of income for eligibility will be consistent with general policy (see Income Eligibility Policy).
- 5.2 Where an applicant requires a live-in carer and this is the principal place of residence of the carer, the carer's income shall not be assessed for the purposes of eligibility, but will be for rent assessment.
- 5.3 A carer is a person such as a family member or friend, who provides regular, sustained care and assistance to a person with a disability. The carer is usually paid for their work, although not always.
- 5.4 Paramedical or Medical evidence will support the need for a tenant to have a carer and on what basis (full or part time night only etc)

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Cont.....Income Eligibility

Property Allocation

Accommodation will only be offered which is in keeping with the medical/paramedical advice the applicant has provided.

GUIDELINES & PRACTICES

5.5 Compensable applicants (those who derive all or part of their income from the interest on compensation payouts) will be assisted provided their yearly income assessment, less the cost of care and support services related to their disability, does not exceed the Department income limits.

Applicants in this category would need to produce documentary evidence of their:

- Daily/yearly care costs from a registered care agency, and
- Income for assessment.

6.1 Refer to Allocation Policy

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Rent Assessment

7. Rent assessment will be consistent with general Department policy (see Rent to Income Policy).

Priority Assistance

8. Applicants with a disability allocated housing that requires extensive modifications to an existing Department property, or where the Department is to purpose build a mobility house, will be assessed as priority.

GUIDELINES & PRACTICES

7.1 Rent will be calculated on 100% of assessable income of tenant, partner and co-tenants and any non-dependent householder, including live-in carer.

7.2 Where the equivalent of full-time care is shared between 2 or more carers, rent will be assessed on the average assessable income of the carers.

8.1 Purpose built mobility dwellings are provided to those applicants that the Department is unable to accommodate in existing housing stock with or without modifications.

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

GUIDELINES & PRACTICES

Advice Of Eligibility For Priority Assistance

9. All Applicants with a disability should be advised they are eligible to apply for priority assistance under the general Priority Assistance Policy.

9.1 An application for priority assistance will be assessed in accordance with the general Priority Assistance Policy.

Bedroom Allocation

10. Bedroom allocations will be consistent with general policy (see Allocation Policy), but consideration will be given to the individual's disability and housing requirements.

10.1 A single person with a disability who requires a live-in carer or future live in carer is to be allocated a two-bedroom property.

10.2 Where there is a need for additional space for storage or equipment relating to the disability, this will be considered in consultation with the Department's Occupational Therapist.

10.3 The need for an additional bathroom or toilet will be assessed on an individual case by case basis and in consultation with the Department's Occupational Therapist.

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Cont.....Bedroom Allocation

Exclusive Use

11. All properties that have been fully converted or purpose built to meet the needs of a person with a disability are to be used exclusively for customers with a disability.

GUIDELINES & PRACTICES

- 10.4 Delegated officers with discretionary authority may make discretionary decisions.
- 11.1 Accommodation that has been purpose built for a person with a disability and which subsequently becomes permanently vacant should be allocated to a person with similar housing requirements. E.g. to a person who requires wheelchair access.
- 11.2 The decline of any valid offer (see Allocations Policy about valid offers and declines) will be assessed at the discretion of the Regional Office.
- 11.3 If there is no applicant with a disability on the waiting list who requires the vacated property, the accommodation may be let on a three month lease at the discretion of the Manager Client Services or Manager Housing Services or senior manager (or equivalent) or otherwise utilised for three months.

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Cont.....Exclusive Use

Ducted Air Conditioning

12. Tenants with a disability causing the loss of ability to control body temperature, may provide and install ducted air-conditioning to their tenancy at their own expense.

(For Other types of Air Conditioning – refer to the Department Maintenance Improvements/additions policy

GUIDELINES & PRACTICES

11.4 Where the person with a disability no longer resides in a purpose built or extensively modified property, the remaining householders may remain in the property for up to 12 months before they will be required to transfer.

11.5 The Department will be sensitive in addressing issues of relocation with remaining householders

12.1 The air-conditioning unit must be installed according to manufacturer's specifications and must comply with the Department's Improvements and Additions Policy.

12.2 Installation must be undertaken by a qualified installer and at no cost to the Department.

12.3 The tenant or agency renting the property is responsible for all operating costs and maintenance.

HOUSING FOR PEOPLE WITH DISABILITIES

POLICY

Cont....Ducted Air Conditioning

GUIDELINES & PRACTICES

- 12.4 When the property becomes permanently vacant it will be allocated to a person with similar housing needs. If the Department is unable to locate a client with similar disability needs the Department policy on mobility vacants will apply.
- 12.5 The Department will not reimburse the tenant for any of the cost associated with the purchase or installation of the ducted air conditioning unit either during the tenancy or following vacation.
- 12.6 The ducted air conditioning unit must be left in good repair and operational when the tenant vacates the property. Any repairs required to return it to satisfactory condition will be charged to the vacating tenant as tenant liability.

Transfer Application

- 13 Tenants who have a disability may apply for a transfer to other accommodation under the general Transfer policy.
- 13.1 Refer Transfer Policy.

HIV/AIDS POLICY

PREAMBLE

Relevant Legislation:

- The Disability Discrimination Act 1992 (s4) forbids discrimination on the grounds of disease or illness.
- The Disability Services Act (1993) defines disability to include physical impairment which results in reduced capacity for communication, social interaction, learning or mobility and the need for continuing supports services.
- State Equal Opportunity Act (1984 - amended 1989) refers to impairment as a defect or disturbance to the normal structure or function of the body.

In context of the above, people with HIV/AIDS will be considered as having a disability and are eligible to access the Department accommodation under existing policy for people with disabilities and through priority assistance policy relating to medical conditions. However, the Department recognises that there are specific issues relating to HIV/ AIDS in relation to confidentiality, discrimination and the deteriorating nature of the illness that requires particular policy definition.

HIV/AIDS POLICY

POLICY

GUIDELINES & PRACTICES

Confidentiality

14. Details relating to the HIV/AIDS status of a Department applicant or tenant must be kept strictly confidential.
- 14.1 The file of an applicant or tenant with HIV/AIDS must not be distinguishable from the ordinary.
- 14.2 Applicants or tenants with HIV/AIDS must be offered a private interview room for any interview with the Department.
- 14.3 Contractors are not to be advised of a tenant's HIV/AIDS status.
- 14.4 Information relating to the HIV/AIDS status of a tenant or applicant must not be transferred to an internal or external source without the applicant/tenant's consent or authority.
- 14.5 Any breaches of confidentiality will attract disciplinary action.

HIV/AIDS POLICY

POLICY

GUIDELINES & PRACTICES

Allocation

15. A single applicant with HIV/AIDS may be eligible for 2-bedroom accommodation if a carer or future carer may be required.
- 15.1 A live in carer has no automatic right of succession to a tenancy on the death of the tenant for whom they were caring.
- 15.2 Allocation of accommodation must take into account the medical definition of the current stage of the illness, but also the person's financial situation, discrimination or harassment due to the illness.

Priority Assistance

16. The conditions relating to priority assistance of an applicant or tenant with HIV/AIDS are the same as those applying to all tenants making application for priority assistance or transfer
- 16.1 An assessment of an applicant with HIV/AIDS will take in all factors applicable to applicants for priority assistance, with extra consideration to discrimination and harassment, which may be experienced.
17. The Department staff members undertaking assessments regarding applicants or tenants with HIV/AIDS will receive training in issues.

WATER

CONSUMPTION

POLICY



Government of **Western Australia**
Department of **Housing**

WATER CONSUMPTION

PREAMBLE

The Department will pay the Water Corporation directly for water consumption charges in all tenancies. The tenant is responsible for reimbursing the Department for this payment.

POLICY

Tenant Responsibility

1. The tenant is responsible for the payment of all water consumption charges incurred during the period of occupancy of a the Department tenancy.

Water Consumption Debt To The Department

2. Any water consumption charge paid on behalf of the tenant by the Department will be debited to the tenant's rental account. The tenant must reimburse the Department within six weeks of receipt of the account.

Vacation Of A Department Tenancy

3. Upon the vacation of a tenancy a special water meter reading will be arranged.

GUIDELINES & PRACTICES

- 1.1 All tenants will receive an account from the Department.
- 1.2 Water consumption proportioning may be considered if a leak or leaks have been reported to the Department.

- 2.1 The tenant must reimburse the Department in full within six weeks or by affordable fortnightly instalments as agreed to by the Department in line with 30% of assessable income.

- 3.1 The cost of reading is \$7 and is currently borne by the Department.
- 3.2 The reading will be noted at the top left-hand corner of the vacated and in-going Property Condition Report (PCR).
- 3.3 The in-going tenant should be advised to read the water meter immediately on occupation and compare the reading with the PCR, reporting any major discrepancy to the Department.
- 3.4 A joint inspection is available at vacation at which time the water meter can be read.

WATER CONSUMPTION

POLICY

Density Accommodation

4. Where accommodation has a master meter only, the Department will apportion the cost of water consumed among all residents on a simple ratio basis.

GUIDELINES & PRACTICES

4.1 Consumption/Apportionment Entitlement

Bedsitter : .75

1 bedroom : 1.10

2 bedroom : 1.60

3 bedroom : 2.10

4 bedroom : 2.60

From these values an individual occupant's share of the total account will be calculated on a simple ratio basis.

Example:

Total bill for complex – \$200

The complex is comprised of four units:

bedsitter unit

1 bedroom unit

2 bedroom unit and

3 bedroom unit.

The apportioned account is then calculated as follows:

consumption entitlement / 5.55 x \$200

i.e. bedsitter : \$27.03

1 bedroom : 39.64

2 bedroom : 57.66

3 bedroom : 75.67

BOND

ACCRUAL

POLICY



Government of **Western Australia**
Department of **Housing**

BOND ACCRUAL POLICY

PREAMBLE

The Department charges a rental bond for tenants who occupied public housing prior to 1 July 2013. In recognition of the fact that many of the Department's tenants are on reduced incomes, a bond does not have to be paid in a complete lump sum. The Department's tenants may pay off their bond in affordable instalments.

After 1 July 2013, the Department of Housing reserves the right to charge ingoing tenants a security bond where it is deemed necessary.

POLICY

Ingoing Tenants

1. Ingoing tenants can be required to pay a rental bond equal to four (4) weeks rent.
2. The bond will be held in the names of all signatories to the Tenancy Agreement.
3. Tenants who occupied prior to July 1, 2013 will be required to pay a minimum bond accrual repayment of \$5 per week from the date of the commencement of the tenancy.

GUIDELINES & PRACTICES

- 1.1 Tenancies that commenced after 1 July 2013 do not automatically require a bond.
- 1.2 Tenants with a previous poor history with the Department may be required to pay a bond.
- 1.3 This amount will not vary once the bond has been paid in full.
- 1.4 Any increase in the market or cost of rent for the property before the bond threshold has been reached, and payments are still being made, will be included in the bond payment.
- 1.5 Discretion may be exercised where it is considered that the payment of the bond would be inequitable.

BOND ACCRUAL POLICY

POLICY

GUIDELINES & PRACTICES

Bond Payments

4. A bond accrual payment takes precedence over a tenant's rental payment.

4.1 A bond accrual payment must be fully balanced before any monies are credited to a tenant's rental account.

4.2 Any debt related to a tenancy while a tenant is in occupation can not be taken from the bond, but must be repaid by lump sum or in affordable instalments.

Vacating Bond Payments

5. No monies can be deducted from a bond accrual account until the vacation of the property.

6. Upon vacation of a property, a tenant will be repaid the full amount of bond paid, less any deductions for a debt relating to the property.

6.1 Repayment will occur as soon as possible after the finalisation of vacation of the property.

Bond Accrual – Following Court Action

7. Following the Termination of the Tenancy by the Court and as a means of saving the tenancy, the bond accrual may be used to pay rental arrears.

7.1 Utilising the bond accrual for paying the rental arrears following the termination of the tenancy by the court may only be actioned with the approval of the Regional Manager. Tenant must agree to this arrangement in writing

Housing Programs

8. For properties managed under specific housing programs (Community Disability Housing Program, Community Housing Program, Crisis Accommodation Program) where a bond is payable it will be paid as a lump sum at the commencement of the tenancy.

8.1 Tenancies that commenced after 1 July 2013 do not automatically require a bond.

NEW LIVING

PROGRAMMES

POLICY



Government of **Western Australia**
Department of **Housing**

NEW LIVING PROGRAMMES

PREAMBLE

The aim of the New Living Program is to develop older public housing estates to create a more attractive living environment, to reduce the Department's rental presence and to encourage home ownership.

Given the scale of the projects, the relocation of tenants is integral to facilitate the refurbishment and renovation of properties in a timely fashion and to ensure the overall success of the projects.

Tenants are consulted about their housing preferences and are given sufficient information to choose alternative housing.

The policy also aims to minimise the financial costs incurred by the tenant for relocation.

Where a tenant does not wish to transfer to facilitate development, the Department will accommodate this wish if the move is not essential to the redevelopment at this stage. If the property is crucial to redevelopment, the Department will explore all available options with the tenant in an effort to reach an acceptable compromise.

No tenant will be forced to move, except where an acceptable compromise cannot be reached AND THE PROPERTY HAS BEEN IDENTIFIED FOR DEMOLITION.

POLICY

Announcement Of Redevelopment

1. The Department will advise all affected tenants, as soon as possible, when a redevelopment project has been decided.

Relocation Transfers

2. Discretion may be exercised in relation to relocation transfers in relation to general eligibility and allocation requirements.

GUIDELINES & PRACTICES

- 1.1 Tenants will receive
 - Information regarding the time frame for the redevelopment
 - Information regarding the housing options available
 - Information regarding the Department's assistance with the cost of relocation
 - Information regarding property information until the relocation occurs.
 - See also Clause 11 of NEW LIVING PROGRAMMES .

- 2.1 Example: income, numbers of offers, bedroom entitlement.

NEW LIVING PROGRAMMES

POLICY

3. A relocation transfer will be on a priority basis.

Properties Identified For Demolition Under Redevelopment

4. Properties identified to be demolished due to redevelopment will not receive property maintenance or upgrade, above normal health or safety requirements.

5. Properties identified to be demolished under the redevelopment program will be let to tenants on the understanding that they will transfer when required.

6. Tenants in properties identified for demolition due to redevelopment will not be permitted to **sub let**.

Tenant Relocation

7. Any relocation transfer to alternate accommodation will be within their entitlement and is acceptable to them.

8. Where the property has been identified for redevelopment the tenant must transfer when required.

Debt To The Department And Breaches Of Tenancy

9. Where a tenant has a debt or breaches to the Department, please refer to the Tenancy Management Policy.

GUIDELINES & PRACTICES

3.1 See PRIORITY ASSISTANCE POLICY.

4.1 This applies to properties tenanted before and after the redevelopment was identified.

5.2 If the tenant is a **community group** the use of the property will be only until demolition and there will be no transfer of tenancy.

7.1 Where a tenant has a current transfer application, this will be satisfied under the usual criteria and not as a relocation transfer.

7.2 Where the property is not crucial for redevelopment the tenant will be permitted to remain in the property. The tenant must understand the possible disruption and noise.

9.1 See 7.3

NEW LIVING PROGRAMMES

POLICY

Removal Costs And Property Improvements

10. The Department will pay all reasonable relocation costs associated with a relocation transfer.

GUIDELINES & PRACTICES

- 10.1 The following items are included:

Reimbursements of Gas, Power and Telephone re-connection.

- There is no charge by Western Power if the tenant notifies them of their pension number (the \$25.00 application fee is waived).
- There are varying amounts for telephone connections depending on the provider. All of these charges appear on their first account at the new address.
- Tenants are required to pay the account and submit a receipt for reimbursement, or submit the account and the relevant provider will be reimbursed directly.

Furniture Removal

- Relocated tenants should be reimbursed for the cost of furniture removal, including packing and supply of packing boxes. The Department currently use removalist companies whose insurance policies and public liability have been verified.
- Any contracts for furniture removal must comply with the State Supply Commission guidelines (that is, contract must go to tender if greater than \$50,000).

Waiving of Rent

As an incentive to relocate, the Department may offer tenants up to a maximum of 4 weeks free rent on an alternate Department property.

Extra Incentives to Relocate

The Department may offer any, or a combination of the following non-cash inducements up to a maximum value of \$3,000.

- Floor coverings and/or windows
- Security installation

NEW LIVING PROGRAMMES

POLICY

Cont.....Removal Costs And Property Improvements

Rental Payments

11. Tenants paying the lower rate of 23% of gross household income in rent will not have this increased to the standard rate of 25% at the new property.
12. Tenants paying the full market rent at the current property will pay the full market rent at the new property. However, the Department will ensure that the market rent at the new property is approximately equivalent to the previous payment.

GUIDELINES & PRACTICES

- Landscaping
- Ceiling fans
- Brick paving
- Water allowance

Extra incentives, to be approved by Regional Manager

Re-establishment of fixtures: Tenants on a relocation transfer will be reimbursed for the re-establishment of fixtures, including dismantling, transportation and installation, up to a maximum of \$1,000. Fixtures are generally items which have been added to the previous tenancy and can be removed.

Examples: patios, aviaries, garden sheds and may include Foxtel equipment.

Reimbursement for Property Improvements: Tenants may be reimbursed for property improvements up to a maximum of \$5000. Approval must be given by the Regional Manager.

Examples: extension, kitchen renovation, air conditioning, bore reticulation, carport, patio, etc.

NOTE: Gardening and painting do not constitute improvements.

FRAUD

MANAGEMENT

POLICY



Government of **Western Australia**
Department of **Housing**

FRAUD MANAGEMENT POLICY

PREAMBLE

The Department has specific eligibility criteria in order that applicants may qualify for public rental housing and Bond Assistance Loan. The Department has a statutory obligation to ensure that recipients are eligible for assistance and remain eligible. Some criteria are set by the Federal Government and some are set by the Department. Both criteria may change from time to time.

To be eligible for all types of assistance an applicant must be eligible according to criteria relating to income, assets and property ownership, age, citizenship, residency status and be able to prove their identity to the Department's satisfaction.

Should the Department discover that an applicant or tenant has deliberately misled the Department as to their eligibility for assistance, the Department will take action.

One of the Department's eligibility criteria is that applicants and tenants must not own property or land. This is due to the fact that it is considered that any person who owns property or land should use this asset to house themselves and not utilise a unit of public housing or loan funds. However, the most common instance of fraud that occurs for the Department is the discovery that an applicant or tenant is the owner of property or land.

The Department views this deception seriously and any tenant or applicant for public rental housing who gives false information as to property ownership or who acquires property since their application or tenancy will have their tenancy or application reviewed and the appropriate action taken. However, it must be noted that some applicants and tenants are given permission by the Department to retain property or land for a short period in extenuating circumstances, in order to have time to sell.

The Department will undertake a check through Landgate the State's Authority data base of any applicant or tenant of whom suspicions exist as to the ownership of property. As well, the Department will undertake 'spot' audits of a sample group of applicants and tenants through the Landgate data base, on a quarterly basis.

In all instances of fraud the Department reserves the right to take civil or criminal action.

See also TENANT ELIGIBILITY POLICY.

FRAUD MANAGEMENT POLICY

POLICY

GUIDELINES & PRACTICES

Applicants For Public Rental Housing

1. Applicants must answer all questions relating to their eligibility for assistance, truthfully and to the best of their knowledge and provide all necessary documentation required by the Department to prove their eligibility.
 2. Before an allocation has been made, any applicant who has provided false or misleading information, the Department will have their application withdrawn and will have to reapply for further assistance and undergo a further eligibility check.
 3. After an allocation has been made, the Department will consider any false or misleading information provided during the application and allocation process, as a breach of tenancy.
- 1.1 In cases where false/misleading information is detected, the determining factor will be whether the customer answered truthfully and to the best of their knowledge.

Rent Assessment

4. On allocation, applicants must complete the rent assessment form truthfully and to the best of their knowledge and supply the relevant documentation provided by the Department. The Department will consider any false or misleading information provided as a breach of tenancy.
- 4.1 See 1.1

FRAUD MANAGEMENT POLICY

POLICY

GUIDELINES & PRACTICES

5. The tenant's income will be reviewed annually to determine continuing eligibility and the tenant must answer all questions truthfully and to the best of their knowledge and provide documentation required by the Department. The Department will consider any false or misleading information provided as a breach of tenancy.

Bond Assistance Loan (BAL)

6. The BAL is a non interest bearing loan to applicants by the Department for the purpose of payment of a rental bond to acquire private rental accommodation and if any false or misleading information is provided with the application the loan will be recalled immediately and criminal charges may be instigated.

REFURBISHMENT

OF

OCCUPIED
PROPERTIES

POLICY



Government of Western Australia
Department of Housing

REFURBISHMENT OF OCCUPIED PROPERTIES POLICY (INCLUDING NEW LIVING, RE-DEVELOPMENT AND REFURBISHMENT PROGRAMS)

PREAMBLE

The aim of the New Living, Re-Development and Refurbishment Programs is to develop older public housing estates to create a more attractive living environment.

Where refurbishment programs are progressing as per the agreed plan and tenants do not wish to move from their property (and the policy is that they do not have to) then they will have their property upgraded to a similar level to all other properties being refurbished, i.e. it should include improvements to lift the amenity level of the property.

This strategy is to reward tenants, who meet their tenancy obligations. Where tenants have not looked after their property within these developments, they should be managed in accordance with the Tenant Management policy. However, if considered necessary, some upgrading can be done to encourage tenants to bring their property up to a satisfactory standard.

The Project Manager is to work around the tenant, if possible, and with the tenant, negotiate the amount of work, timeframes and alternatives. The preferred option may be to temporarily transfer the tenant and their belongings whilst work is being carried out.

ALTERNATIVE OPTIONS

- Move to alternative refurbished property, with the option to return to their property when refurbishment is completed, if they so desire.
- Provision of portable facilities on site.
- Provision of sewerage facilities on site.
- Free rent period (regional discretion) if the tenant remains in occupation

REFURBISHMENT OF OCCUPIED PROPERTIES POLICY (INCLUDING NEW LIVING, RE-DEVELOPMENT AND REFURBISHMENT PROGRAMS)

POLICY

Refurbishment Occupied Property

1. The upgrading of such properties is to be within budget and program Refurbishment of any property where monies spent will be greater than \$25,000 requires the approval of the Executive Director Service Delivery.

GUIDELINES & PRACTICES

- 1.1 The Department will:
- Pay all removal and furniture storage cost
 - Clearly articulate the work required and timeframes
 - Manage the project to ensure satisfactory workmanship and completion on time
 - Offer the tenant the choice of colours/materials, etc (within the Departments specifications standards)
 - Keep the tenant informed of progress (negotiated with tenant)
 - Ensure the contractor secures the property
 - Carry out a Property Condition Report, (See Allocation Policy 7.8 and Transfer Policy 10), on both properties and arrange a new Tenancy Agreement for the temporary tenancy, with similar action on return to the substantive tenancy. Rent will be charged only on one property.
 - Ensure that building rubble and rubbish is cleared from site after completion of refurbishment and any related damage to the property is made good.

REFURBISHMENT OF OCCUPIED PROPERTIES POLICY (INCLUDING NEW LIVING, RE-DEVELOPMENT AND REFURBISHMENT PROGRAMS)

POLICY

GUIDELINES & PRACTICES

Cont.....Refurbishment Occupied Property

1.2 The Department will not:

- Take responsibility for damages/loss to furniture and belongings during removal or for items left (locked up) at the premises. Items removed by designated removalist and/or stored in an off site designated storage area/s already have insurance liability.
- Maintain the lawns and gardens during the refurbishment work, as this is the tenant's responsibility (regional discretion on extra costs), unless the tenant has relocated, in which case the Department will maintain the lawns and gardens.

1.3 The Tenant will:

- Pay rent and water consumption costs as normal during the period (regional discretion on extra costs including rent-free period).
- Look after the lawns and gardens at the property in which they are residing.

APPENDIX

Subject	Section	Policy/Guideline Number
A		
Abandoned Properties	Tenancy Management	9.2
Aboriginal and Torres Strait Islanders		
– Children (access to)	Allocations	16
	Cultural Diversity and Language Services	1.3
– Cultural	Cultural Diversity and Language Services	
– Extended family	Cultural Diversity and Language Services	1 to 1.5, 6 to 6.3, 10 to 13.1
– Proof of identity	Eligibility	21 to 21.1
– Succession of tenancy	Tenancy Management	21 to 22.2
– Transfer	Transfer	
– Absence from Property	Tenancy Management	15 to 15.1
	Rent to Income	13
Absentee Tenant Minimum Rent	Rent to income	11
Address		
– Change of address for applicant	Waiting List Management	10 to 10.3
– Forwarding for ex tenant	Tenancy Management	25.1
Age		
– Applicants	Eligibility	17 to 18.3
– Seniors	Eligibility	18 to 18.3
Additions Alterations to tenancy AND Reimbursement		
– Relocation transfer	Tenancy Management	18 to 20.2
	New Living/Tenant Relocation	10 to 10.1

APPENDIX

Subject	Section	Policy/Guideline Number
Allocations	Allocations	4.16
– Access to children	Allocations	7 to 7.7
– Advice re available property	Apartment Allocations	11 to 14
– Apartment allocation	Allocations	4 to 4.20
– Bedroom allocation	Allocations	9 to 10.6
– Decline of	Apartment Allocations	11.1
	Priority	10 to 12.1
– Deferment of	Allocations	10.5, 11.1
– Disability	Housing for People with Disabilities	10 to 11.4
– Priority allocation	Priority	7 to 12.1
– Property subject to Maintenance/Redevelopment	Allocations	7.8 to 7.9
– ‘Sleep out’	Allocations	4.19
– Special needs	Allocations	4.18, 4.20
– Valid offer	Allocations	9 to 10.5
	Priority	9
Apartments		
– Allocation	Apartment Allocations	11 to 11.1
Applications		
– Absence from WA	Waiting List Management	14
– Changes during the waiting period	Waiting List Management	13 to 13.3
	Priority Assistance	6.1 to 6.2
– Joint	Waiting List Management	7 to 7.2

APPENDIX

Subject	Section	Policy/Guideline Number
– Listing dates	Priority Assistance	5 to 6.2
– Priority	Transfer	3
– Transfer	Waiting List Management	2 to 2.4
– Wait turn	Allocations	8
– Location of choice	Waiting List Management	8 to 8.2
– Past turn for assistance	Waiting List Management	10 to 10.3
– Reinstatement of	Waiting List Management	16 to 16.3
– Status – wait turn and priority	Waiting List Management	8 to 8.2
– Transfer of	Waiting List Management	9 to 9.3
– Withdrawn	See Housing Appeals Mechanism Policy	
Appeals		
Austudy/Abstudy	Eligibility	2.5
– Loan Supplement	Eligibility	2.6
	Rent to Income	3 to 3.2
Assets		
– Eligibility (cash)	Eligibility	5.1
– Eligibility (property)	Eligibility	15 to 16.2
– Rental payments	Rent to Income	8 to 8.2
– Tenant (cash)	Tenant Eligibility	1 to 1.1
– Tenant (property)	Tenant Eligibility	2 to 2.2
B		
Backdating rental payments	Rent to Income	16 to 19.2
Bankruptcy		
– Applicants	Eligibility	33
– Tenants	Tenancy Management	32
Bedroom entitlement		
– Access to children	Allocations	4.16
– Applicants	Eligibility	40 to 41
–Tenants in Occupation	Priority Assistance	21 to 21.1

APPENDIX

Subject	Section	Policy/Guideline Number
Bond Accrual	Bond Accrual	
Housing programs	Property Bond Accrual	8
Breaches of Tenancy	Tenancy Management	1 to 10.1, 24 to 25.3
C		
Cash Assets		
– Applicant	Eligibility	5 to 5.1
– Tenant	Tenant Eligibility	1 to 1.1
Change of Circumstances		
– Applicants	Eligibility	41
– Tenant	Tenancy Management	12; 16; 22
– Priority applicants	Priority Assistance	6 to 6.2
– Rental payments	Rent to Income	17
Children		
– Access to	Allocations	4.16 to 4.17
– Age gender at allocation	Allocations	4 to 4.20
	Apartment Allocations	11.2
– Child Support (Maintenance) payments	Eligibility	2.8
– Legal tenant, is one with children	Family and Domestic Violence	10
Citizenship/Residency Status for Eligibility	Eligibility	9 to 14.1
Co applicants	Eligibility	41.1
Compensable Income (disabled applicants)	Eligibility	2
Complaints, investigation of	Tenancy Management	27 to 27.1
Confidentiality	See Privacy, Confidentiality and Duty of Care Policy	
Cooling Policy	Climate Control	
Cross Transfer	Transfer	10 to 14

APPENDIX

Subject	Section	Policy/Guideline Number
Cultural Needs	Cultural Diversity and Language Services	
D		
Damage to Property	See Maintenance Policy	
– Domestic violence	Family and Domestic Violence	12
– Report to the Department	Tenancy Management	8 to 9
– Police report	Tenancy Management	9
– Responsibility for	Tenancy Management	Preamble
Debt Discount Scheme	Debt Discount Scheme	
Debt Recovery	Debt Recovery	
Debt to the Department	Debt Recovery	3 to 10
– Applicants (wait turn and priority)	Eligibility	25 to 31.3
– Domestic violence	Family and Domestic Violence	14
– People required to prove	Eligibility	39 to 39.2
– Tenant in occupation	Tenancy Management	29 to 31
– Statute-barred Debt	Eligibility	31
	Debt Recovery	7
– Transfer	Transfer	1.1
Decline of Offer of Accommodation		
– Priority	Priority Assistance	9 to 12.1
– Wait turn	Allocations	8 to 9.5
Deeming	Eligibility	2.7
Deferral of offer of Accommodation		
– Apartment	Apartment Allocations	11 to 11.3
– General	Allocations	9
– Previous tenancy history	Allocations	6
Deferral of offer of Accommodation		
– Real Estate Lease	Allocations	10.4

APPENDIX

Subject	Section	Policy/Guideline Number
Disability Allowance	Housing for People with Disabilities	4 to 4.3
Disability Policy	Housing for People with Disabilities	
Discretionary Decisions	See Discretionary Decision Making Policy	
Disruptive Behaviour		
– Further Assistance	Eligibility	32 to 32.3
Domestic Violence	Family and Domestic Violence	
E		
Eligibility		
– Age	Eligibility	17 to 18.3
– Cash assets	Eligibility	5 to 5.1
– Citizenship/Residency	Eligibility	9 to 14.1
– Debt to the Department of Housing	Eligibility	25 to 31.3
– Disability	Housing for People with Disabilities	1
– Domestic Violence	Family and Domestic Violence	1
– Other criteria	Eligibility	35 to 42.1
– Income	Eligibility	1 to 8.2
– Interstate/Overseas applicants	Eligibility	10 to 10.1
– No Income	Eligibility	7 to 7.1
– Priority Assistance	Priority Assistance	1 to 1.3
– Property ownership	Eligibility	15 to 16.2
– Proof of identity	Eligibility	19 to 24.4
– Poor tenancy history	Eligibility	32 to 32.3
– Tenants	Tenant Eligibility	1 to 3
Ending a Tenancy	Tenancy Management	25 to 26
– Account finalisation	Debt Recovery	2 to 2.2
Entry to tenancy by the Department	Tenancy Management	Preamble
Excess occupants in tenancy (overcrowding)	Tenancy Management	11 to 11.3

APPENDIX

Subject	Section	Policy/Guideline Number
Extended Family	Cultural Diversity and Language Services	1 to 1.5, 9 to 12.1
Exclusive Use of property – Disability	Housing for People with Disabilities	11 to 11.5
Exclusive Use of property – ‘Granny Flat’	Granny Flat and Additional Accommodation	10 to 10.3
F		
Fees		
– Amenities (heating)	Climate Control	3 to 3.2
– Transfer (costs)	Transfer	3 to 3.1
Fraud Management	Fraud Management	
Further Assistance from the Department		
– Bankruptcy	Eligibility	33
– Debt	Eligibility	25 to 31.1
– Tenancy history	Eligibility	32 to 32.3
G		
“Good Tenant’ policy	Tenancy Management	33 to 33.2
‘Granny Flat’	Granny Flat and Additional Accommodation	10 to 13.1
H		
Heating	Climate Control	
I		
Interpreters	Allocations	8.13 to 8.15; 9.4
	Cultural Diversity and Language Services	2 to 2.3
Information provided to customers and others	See Privacy Confidentiality and Duty of Care Policy	
Inspection of property – Transfer	Transfer	4
Insulation	Climate Control	
Inter regional Priority Applicants	Priority Assistance	14 to 16.1
Interviews	Priority Assistance	4 to 4.2
	See Privacy, Confidentiality, Duty of Care Policy	11 to 11.1
Illegal Use of Premises	Illegal Use of Premises	

APPENDIX

Subject	Section	Policy/Guideline Number
J		
Jail Sentence (tenant)	Tenancy Management	35 to 35.4
Joint Applicants	Waiting List Management	7 to 7.2
Joint tenancy Eligibility (Joint and Several liability)	Eligibility	Preamble
	Allocations	8.3 to 8.5
	Tenancy Management	21 to 21.4
	Family and Domestic Violence	10
K		
L		
Legislation governing the Department	See Privacy, Confidentiality and Duty of Care	
Listing date		
– Priority	Priority Assistance	5 to 6.2
– Wait turn	Waiting List Management	1 to 2.4
– With debt (registered)	Eligibility	26 to 26.2
Local Authorities	Tenancy Management	13 to 13.3
Low Demand, area of	Allocations	4.17
Lump Sum Compensation payment	Rent to Income	12 to 12.3
M		
Mail		
– Applications lodged by	Waiting List Management	2.1
– Proof of identity documents	Eligibility	20 to 20.2
– Unclaimed or returned	Waiting List Management	9.2
Migrants/ Asylum Seekers	Eligibility	11 to 12
Motor Vehicles on Property	Tenancy Management	10 to 10.1
N		
Notification of available property	Allocations	7 to 7.9
Nuisance to neighbours	Tenancy Management	4 o 4.2

APPENDIX

Subject	Section	Policy/Guideline Number
O		
Other household members (income)	Eligibility	8 to 8.1
	Rent to Income	5 to 5.3
P		
Pets	Tenancy Management	23 to 23.4
Pests	Tenancy Management	24 to 24.3
Police report	Tenancy Management	9
Pre Vacation Inspection	Tenancy Management	25.2
Priority Assistance	Priority Assistance	
Principle Place of Residence	Eligibility	35 to 35.1
Privacy, Confidentiality and Duty of Care	See Privacy Confidentiality and Duty of Care Policy	
Proof of Identity	Proof of Identity	
– Aboriginal and Torres Strait Islanders	Eligibility	22 to 22.1
Property ownership		
– Applicants	Eligibility	15 to 16.2
– Domestic Violence	Domestic Violence	9
– Park Homes	Eligibility	14.1
– Tenants	Tenant Eligibility	15 to 16.2
Purchase of a tenancy	Tenancy Management	34 to 34.2
Q		
R		
Registered Applications (with debt)	Eligibility	25 to 25.1
Reinstated Applications	Waiting List Management	10 to 10.3
Rental Payments		
– Absentee	Rent to Income	11 to 11.7
– Backdating of	Rent to Income	16 to 19.2
– Individual Property Market Rents	Individual Property Rents	
– Other Household members	Rent to Income	4 to 4.5
– Payment Options	Allocations	8.8

APPENDIX

Subject	Section	Policy/Guideline Number
Relocation		
– Sub letting	Tenancy Management	16
– Transfer	Transfer	
– Visitors	Tenancy Management	11
Responsibilities for tenancy (the Department)	Tenancy Management	Preamble
‘Rolling’ Reviews		
– Applicant	Waiting List Management	3 to 5
S		
Security Screens	Family and Domestic Violence	13
Security of Tenure	Tenancy Management	1 to 1.1
Self employed		
– Applicants	Eligibility	2.10
– Tenants	Rent to Income	9 to 9.4
Seniors		
– Bedroom Allocation	Allocations	4.1 to 4.2
Singles		
– Allocation	Allocations	4.1 to 4.12
– Applying for family accommodation	Eligibility	40 to 41.1
‘Sleep Out’ Allocations	Allocations	4.19
Smoke Detectors	Tenancy Management	6.2
	Allocations	8.22
Strata Title Property	Tenancy Management	13 to 13.1
Succession to Tenancy	Tenancy Management	21 to 22.2
Sub Letting of property	Tenancy Management	16 to 16.1
T		
Tenant Liability	See Maintenance Policy	
Telephone Service		
– Toll Free	Cultural Diversity and Language Services	4 to 4.1
– TTY	Cultural Diversity and Language Services	4.1
Tenancy Agreement		
– Parties not signing	Eligibility	8 to 8.1
– Sign up	Allocations	8 to 8.22

APPENDIX

Subject	Section	Policy/Guideline Number
Tenant Responsibilities	Tenancy Management	1 to 10.2
Transfer		
– Cross	Transfer	10 to 14
– General conditions	Transfer	1 to 5.1
– Priority	Priority	19 to 23.1
– Relocation	New Living Programmes	
– Vacating before allocation	Priority	24 to 25.3
	Family and Domestic Violence	6
U		
Under occupancy	Tenancy Management	12 to 12.2
Use of property		
– Business	Tenancy Management	13.2
– Additional Accommodation	Cultural Diversity and Language Services	1
– Disability	Housing for people with Disabilities	10 to 10.4
– Principle Place of Residence	Eligibility	35 to 35.1
V		
Vacation of property		
– Bond accrual	Bond Accrual	5 to 7.1
– Bankruptcy	Tenancy Management	33
– Debt	Tenancy Management	29 to 31
– Notice of intention to vacate	Tenancy Management	25 to 25.2
– Pre vacation inspection	Tenancy Management	25.2
Valid Offer of Accommodation	Allocations	8 to 9.5
– Decline of	Allocations	9 to 10.6
– Priority basis	Priority Assistance	9 to 12.2
Visitors to property		
– Behaviour of/responsibility	Tenancy Management	4 to 4.2
– Rental Payments	Tenancy Management	11 to 11.1

APPENDIX

Subject	Section	Policy/Guideline Number
W		
Water Consumption	Water Consumption	
Withdrawn Application	Waiting List Management	9 to 9.2
Working Allowance	Rent to Income	10 to 10.9
X & Y		
Z		
Zone of Choice	Allocations	9 to 10

DOCUMENT HISTORY

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Date	Reason	File Ref No	Author	Date loaded on Internet
May 2014	The Housing for People with Disabilities Policy (s1.3, 4.1 and 4.2) has been amended to clarify eligibility for the Disability Working Allowance.	14/D373855	Gillian Campbell – Policy and Practice Officer	May 2014
April 2014	The Eligibility Relating to Applicants with a Debt to the Department of Housing Policy and the Debt Recovery Policy have been amended regarding repayment of statute-barred debts.	14/D0344954	Gail Connor – Policy and Research Officer	April 2014
March 2014	Illegal Use of Premises Policy NEW	12/D576943	John Barclay – Senior Policy and Practice Officer	March 2014
January 2014	The Eligibility Relating to Applicants with a Debt to the Department of Housing Policy 26.2 and the Allocations Policy 8.8 have been amended as the Department is not able to require Centrelink Direct Deduction for rental payments.	14/D43360	Gail Connor – Policy and Research Officer	January 2014
January 2014	The Family and Domestic Violence Policy has been amended as part of the Cyclical Policy Review.	14/D5417	Adeline Jezequel – Policy and Practice Officer	January 2014

December 2013	Rent To Income Policy: Guideline 7.2 has been deleted to remove the need to update the Policy with a different percentage figure whenever the deeming rate changes.	13/D1089862	Scott Ali – Policy and Practice Support Officer	December 2013
December 2013	Bond Accrual Policy has been amended as part of the Cyclical Policy Review.	13/D1081537	Chanmali Alexander-Nee - A/Policy and Practice Officer	December 2013
December 2013	Tenancy Management Policy: the preamble has been amended and Guideline 3.1 has been deleted to clarify that the Department is not contractually required to insure its buildings and provide public liability insurance.	13/D1065394	Scott Ali – A/Policy and Practice Officer	December 2013
November 2013	Appendix has been updated.	13/D957237	Adeline Jezequel – Policy and Practice Officer	November 2013
November 2013	Debt Recovery Policy 6 and Guidelines 6.1 have been amended to provide clarification around vacated debt when it relates to the tenant's previous tenancy at the same address.	13/D965003	Gillian Campbell – A/Senior Policy and Practice Officer	November 2013
September 2013	The descriptor minor has been removed from the Disruptive Behaviour Management Policy.	13/D531007	Emily Robinson – A/Senior Policy and Practice Officer	September 2013
September 2013	Amendments have been made to the wording around Family Tax, 'assessable component' has been removed to avoid confusion.	13/D587611	Emily Robinson – A/Senior Policy and Practice Officer	September 2013
September 2013	The Disruptive Behaviour Management Policy has been amended, for consistency 'substantiated complaint' has been replaced by 'substantiated incident'.	13/D608947	Emily Robinson – A/Senior Policy and Practice Officer	September 2013
September 2013	The Allocations, Priority Assistance and Waiting List Management Policies have been amended to provide clarification around declining an offer of accommodation.	2013/D612728	Emily Robinson – A/Senior Policy and Practice Officer	September 2013
July 2013	The Youth Policy has been deleted due to the repetition of information and amendments to eligibility age.	2013/D529846	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
July 2013	Amendments have been made in relation to minor tenants (eligibility age changed from 18 to 16 years old) and succession.	2013/D529846	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
July 2013	The reference to SHAP (Supported Housing Assistance	2013/D529778	Emily Robinson – A/Senior Policy	July 2013

	program) has been replaced by STEP (Support and Tenant Education Program).		and Practice Officer	
July 2013	The Eligibility relating to the Proof of Identity of an Applicant has been amended, learner's permit and provisional license have moved from category D Not Acceptable to category C Acceptable.	2013/D529905	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
July 2013	Example Centrelink deeming rates removed from Eligibility Relating to the Income of Applicants 2.7	2013/D472012	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
July 2013	All references to rental subsidy have been removed and replaced when necessary with rent assessment.	2013/D471989	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
July 2013	The reference to a special clause on the Tenancy Agreement in the New Living Programmes policy has been removed.	2013/D471989	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
July 2013	The reference to the addendum of the tenancy agreement in the Granny flat and additional accommodation policy has been removed.	2013/D471989	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
July 2013	The Tenancy Management policy has been amended in relation to the calculation of rent by reference to income.	2013/D471989	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
July 2013	The reference to tip pass and mini skip bin service in the Tenancy Management policy has been removed.	2013/D471989	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
July 2013	The statement in the Allocation policy requiring tenants in receipt of a Centrelink pension or benefit to make their rental payments by Centrelink Direct Deduction has been removed.	2013/D471989	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
June 2013	The policy manual has been amended to comply with the amendments of the Residential Tenancies Act in relation to the eligibility age, the timeframe to return the signed copy of the Property Condition Report, the bond accrual, the timeframe to report damage, the pre and post 1996 Tenancy Agreements.	2013/D471989 2013/D472597	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
June 2013	The Tenancy Management Policy has been amended to comply with the Residential Tenancies Act in regards to sections of the RTA to use for breach of tenancy and	2013/D252947 2013/D472583	Emily Robinson – A/Senior Policy and Practice Officer	July 2013

	when a tenancy ends			
June 2013	The Tenancy Management Policy has been amended to comply with the Residential Tenancies Act in regards to abandoned premises, goods and documents	2013/D252964	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
June 2013	The reference to the Wait Turn Transfer Policy in the Tenancy Management Policy has been removed	2013/D472272	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
June 2013	The Good Neighbour Policy and Acceptable Behaviour Agreement are no longer relevant since the insertion of the Disruptive Behaviour Management Policy and therefore have been removed.	2012/00159/12 2013/D471989	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
June 2013	An additional example has been inserted in the non-exhaustive list of policy 16.1 Eligibility Relating to Property Ownership and Other Residence.	2013/D330194	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
April 2013	The Priority Assistance Policy has been amended to reflect the appropriate approval level of portable priority application	13/D257985	Adeline Jezequel – Policy and Practice Support Officer	April 2013
March 2013	Cultural diversity and languages services - Weekly interpreting times have been removed	2013/MSD/30	Adeline Jezequel – Policy and Practice Support Officer	April 2013
March 2013	References to the Translating and Interpreting Services (TIS) have been removed due to the change in service provider.	13/D252365	Adeline Jezequel – Policy and Practice Support Officer	April 2013
February 2013	Cultural Diversity and Language Services Policy – Preamble amended to remove out-dated data and information.	2012/D693963 2013/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	Family and Domestic Violence Policy 3.1 – minor amendments to remove references no longer needed.	2012/D693963 2013/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	Priority Assistance Policy 11.2, 16., 16.2, 19.1, 20.2, 29. – Amended to remove references to previously removed Wait Turn Transfer policy and other minor typographical errors.	2012/D693963 2013/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	Debt Recovery Policy – 7. Updated references to applicable legislation. 10. Deleted	2012/D693963	Emily Robinson – A/Senior Policy and Practice Officer	March 2013

		2013/D182090		
February 2013	Rent to Income Policy – Preamble amended to remove references to Commonwealth State Housing Agreement and references to pre-rent harmonisation models. 4.4, 9.4, 15.1, 15.2 - Amended to provide clarity, including removal of example.	2012/D693963 2013/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	Tenant Eligibility Policy – Separate criteria for residents of Brownlie Towers and Wandana Flats removed as expiry date has passed.	2012/D693963 2013/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	Tenancy Management Policy – References to Aboriginal Housing Infrastructure Directorate replaced with Aboriginal Customer Service Officer. 6.1 and 29.1 – removed. 35.1 – out-dated references removed	2012/D693963 2013/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	Allocations Policy – minor amendments to correct references	2012/D693963 2013/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	Eligibility Policy – amended to provided clarity and remove out dated information – Preamble, 2.9, 11, 11.1-11.5, 12.1,16.2, 26,33.3.	2012/D693963 2013/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	References to the State Commonwealth Housing Agreement replaced with National Affordable Housing Agreement.	2012/D693963 2013/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	Introduction, Department’s Objectives, Department of Housing Functions, Policy Rental Manual, Layout of Manual and Contact the Department sections added or amended to provide up to date information.	2012/D693963 2013/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
August 2012	Tenancy Management Policy 27 has been updated to reflect the changes to the Residential Tenancy Act 1987.	2012/D348118	Adeline Jezequel – A/Policy and Practice Officer	August 2012
August 2012	References to the Legal Recovery Manual have been removed.	2012/D442378	Adeline Jezequel – A/Policy and Practice Officer	August 2012
August 2012	Eligibility Policy and Rent to Income Policy have been updated in relation to Baby Bonus and Paid Parental	2012/D459769	Adeline Jezequel – A/Policy and Practice Officer	August 2012

	Leave.			
July 2012	Family and Domestic Violence Policy (page 143), reference to section 73 has been removed.	2012/D348118	Adeline Jezequel – A/Policy and Practice Officer	July 2012
July 2012	Disruptive Behaviour Management Policy has been amended to reflect the changes to the Residential Tenancies Act 1987.	2012/D348118	Adeline Jezequel – A/Policy and Practice Officer	July 2012
July 2012	Tenancy Management Policy, reference to section 64 (13.2) and s.13.3 have been removed, subsequent section renumbered.	2012/D348118	Adeline Jezequel – A/Policy and Practice Officer	July 2012
June 2012	Tenancy Management Policy s. 37 and 38. added to provide advice to staff about the Department's position regarding Liquor Restricted Premises Declarations.	12/D288210	Emily Robinson – Policy and Practice Officer	June 2012
April 2012	Rent to Income s.21 Centenarians amended – removed procedural advice to put on online procedures. Removed Tenancy Management Policy s. 37 Centenarians due to repetition.	11/D224457	Cassie Houghton – A/Policy and Practice Officer	April 2012
February 2012	Eligibility Policy amended to clarify eligibility for New Zealand citizens applying for public housing.	12/D129688	Cassie Houghton – A/Policy and Practice Officer	April 2012
January 2012	Rent to Income Policy 1.3 'See also 11 to 11.9' changed to 10 to 10.9	12/D48111	Emily Robinson – A/Senior Policy and Practice Officer	January 2012
January 2012	Waiting List Management Policy 16.1 (previously 13.1) updated to provide clarification between wait turn and priority applications.	12/D16729	Adeline Jezequel – A/Policy and Practice Officer	January 2012
January 2012	'Transfer of Application' section of Waiting List Management Policy reworded to clarify that this section applies to wait turn applications.	12/D16729	Adeline Jezequel – A/Policy and Practice Officer	January 2012
January 2012	'Joint Applications' section of Waiting List Management Policy renamed 'Partners and Co-Applicants', and 4.1 added to provide clarification for split applications when partner added after initial application.	12/D16729	Adeline Jezequel – A/Policy and Practice Officer	January 2012
January 2012	Policies updated to reflect the waiting list management - ongoing eligibility that that came into effect on 16	12/D16729	Adeline Jezequel – A/Policy and Practice Officer	January 2012

	<p>January 2012:</p> <p>Eligibility Policy – Information inserted into preamble, point 36. removed with subsequent sections renumbered, and rewording of point 39.</p> <p>Waiting List Management Policy – Preamble reworded, amendments to wording made to provide clarification, new sections added (3.-5.) with subsequent sections renumbered, section 6.2 removed, previous section 8.2 moved to 10.1, section 10.3 inserted, and 14. removed.</p> <p>Allocations Policy – Preamble reworded.</p> <p>Tenancy Management Policy – Preamble reworded.</p>			
December 2011	Remove references to Housing Access/Assistance Loan and replace with Bond Assistance Loan (BAL). Remove references to BAL that are duplicated in Bond Assistance Loan Policy.	11/D778418	Cassie Houghton – A/Policy and Practice Officer	January 2012
December 2011	Phone numbers updated through the policy manual when required	11/D773847	Adeline Jezequel – A/Policy and Practice Officer	December 2011
December 2011	Updated KeyStart and Rental Sales details page 80, 35.1	11/D773847	Adeline Jezequel – A/Policy and Practice Officer	December 2011
December 2011	Updated details of Department of Immigration and Citizenship (page 20, 11.3), previously known as DIMA.	11/D773823	Adeline Jezequel – A/Policy and Practice Officer	December 2011
December 2011	Updated the Free Telephone Numbers list and specialised services email address, page 7	11/D773847	Adeline Jezequel – A/Policy and Practice Officer	December 2011
November 2011	Updated Eligibility policy and Rent to Income policy to include the Prisoner of War Recognition Supplement as non-assessable income.	11/D673863	Adeline Jezequel – Policy and Practice Support Officer	December 2011
November 2011	<p>Updated Tenant Eligibility Policy Preamble to include alternative housing options and time periods to source alternative housing.</p> <p>Removed Centrelink Income Confirmation Scheme (ICS) procedure details.</p>	11/D676691 & 11/D772534	Dave Grant – Policy and Practice Officer	December 2011

October 2011	Amendments made to remove a number of outdated references related to Community Housing.	11/D684159	Adeline Jezequel – Policy and Practice Support Officer	
September 2011	Tenant Eligibility Policy 5.1: Minor typographical error corrected.	N/A	Adeline Jezequel – A/Policy and Practice Officer	September 2011
September 2011	Rent to Income Policy 22. - Minor typographical error corrected and two references to Federal Government changed to State Government.	11/D558705 & 11/D563117	Kate Hartland – A/Policy & Practice Support Officer	September 2011
August 2011	Climate Control Policy 1. Amended in relation to the heating appliances in order to be consistent with the Maintenance Policy Manual and to reflect current practice.	11/D505771	Emily Robinson – A/ Senior Policy & Practice Officer	August 2011
July 2011	Insertions have been made to Eligibility Policy 31.3, Allocations Policy 6.2 and Priority Assistance Policy 13.2 to clarify the department's position regarding further housing assistance to former tenant who has operated a drug laboratory in public housing premises.	11/D509399	Dave Grant – Policy and Practice Officer	August 2011
July 2011	Debt Recovery 8.2 and 8.3 inserted to clarify the treatment of Family Tax Benefits and Maintenance Payments when calculating income for the purposes of payment arrangements.	11/D437427	Emily Robinson – Policy & Practice Officer	July 2011
June 2011	Due to the position being abolished, the references to the Coordinator Disability and Seniors Services have been removed.	N/A	Adeline Jezequel – Policy and Practice Support Officer	July 2011
June 2011	Minor typographical and grammatical errors corrected.	N/A	Liz Harrison – Policy and Practice Support Officer	July 2011
June 2011	Changed the date of the Residential Tenancy Act from 1989 to 1987; page 64, Policy 1 of the Tenancy Management Policy.	NA	Kylie George – Senior Policy and Practice Officer	July 2011
May 2011	Removed from Family and Domestic Violence: “email the police on information.release.unit@police.wa.gov.au”, and replaced by “email the relevant District Crime Intelligence Coordination Unit (CICU)”, p.142.	NA	Adeline Jezequel – Policy and Practice Support Officer	July 2011

May 2011	Due to the insertion of the Disruptive Behaviour Management Policy, the Tenant Eligibility Policy has been renumbered from 38-43.6 to 1-6.6.	NA	Adeline Jezequel – Policy and Practice Support Officer	May 2011
May 2011	Disruptive Behaviour Management Policy NEW	NA	John Barclay – Senior Policy & Practice Officer	May 2011
April 2011	Good Neighbour Policy updated in line with the Disruptive Behaviour Management Policy.	NA	Adeline Jezequel – Policy & Practice Support Officer	May 2011
March 2011	Allocations Policy – 10.5, previously incorrectly read (See 9.4) amended to (See 10.4).	11/D237065	Emily Robinson – Policy & Practice Officer	May 2011
March 2011	Removed from Eligibility Policy 31.3 “Delegation of Authority. Decision regarding previous tenancy agreement to be made by the Regional Manager, Assistant Regional Manager, Manager Housing Service, Manager Client Service or Area Manager. Decision not to rehouse – see Delegation of Authority Register Folio 037” Delegated Authority register has been amended and no longer includes details related to ‘decision to rehouse’. 31 and 31.1 deemed adequate to cover deletion of 31.3	11/D184081	Emily Robinson – Policy & Practice Officer	May 2011
January 2011	Language Services Policy, Interpreting Services section 2.3 updated with current services. Spanish interpreter for Fremantle removed. Somalian interpreter for Cannington changed from Mon 10am to 12 noon to Tues 12noon to 2pm.	10/D1314264, 10/D1314267, 10/D1314221, 11/D15460	Kylie George – Senior Policy & Practice Officer	February 2011
January 2011	Rent to Income policy section 22 for Non Assessable Pension Increase extended to 20 March 2011.	NA	Kylie George – Senior Policy & Practice Officer	February 2011
January 2011	Document history changed to descending order (recent policy updates/changes listed first)	NA	Kylie George – Senior Policy & Practice Officer	February 2011
January 2011	Rent to Income Policy dated percentage rates for subsidised rent removed in the preamble, section 2, 3 and 5.5. Rent Harmonisation standardised 25% of gross assessable income information inserted in the Rent to Income Policy preamble and section 2. All subsequent	10/D1313898	Kylie George – Senior Policy & Practice Officer	February 2011

	policy sections from Austudy/Abstudy (previously policy section 4 renumbered to 3) in the Rent to Income policy renumbered up to policy section 22.			
January 2011	Removed from Rent to Income Policy 1.1 (phased out confirmed with Mark Barrett). <i>'For the third and subsequent dependents a fixed \$amount per child per week is applied. This amount is reviewed annually. NOTE: This fixed amount of \$1.10 per child will be phased out over 4 years from 31 October 2005.'</i>	NA	Kylie George – Senior Policy & Practice Officer	February 2011
December 2010	Updated Tenant Eligibility Policy section 38. Previous exception for income ineligibility for Brownlie Towers and Wandana Flats residences who were offered a five year fixed term lease. Residents fixed term leases will be honoured during five year term but will subject to usual eligibility criteria there after.	10/D1307990	Kylie George – A/Senior Policy & Practice Officer	December 2010
November 2010	Updated Eligibility Relating to Income of Applicants 2.2, Rent to Income 6.2 to include salary sacrificed superannuation amounts in the gross assessable income for eligibility and rent. Where tenants continue to salary sacrifice superannuation they will received a six month grace period until it is included as assessable income. Rent to Income 41.5 Where the tenant is deemed ineligible refer to Tenant Eligibility Policy.	11/D0081399 in file 2010/21351/4	Kylie George – A/Senior Policy & Practice Officer	November 2010
June 2010	Remove Customer Service Charter, Discretionary Decision Making Policy and Privacy, Confidentiality and Duty of Care Policy. All documents to sit alone to maintain version control (duplicated in the Bond Loan Policy) and easier staff access	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove all references to the Ministry and replace with the Authority or the Department	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove all references to DOLA and replace with Landgate	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	Insert 'Language Services' into Cultural Policy heading front page	NA	Kylie George – A/Business Solutions Manager	June 2010

June 2010	Remove reference to Emergency Housing Policy in the Priority Assistance Policy preamble	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove all references to Homeless Helpline and replace with Homeless Advisory Service	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	Tenancy Eligibility Policy renumbered to commence from section 39 of Tenancy Management Policy	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove all references to the Water Authority of WA and replace with the Water Corporation	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove all reference to Infonet and replace with iNhouse	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	‘Granny Flat’ and Additional Accommodation for Extended Family Members Policy renumbered to commence from section 10 of Cultural Diversity and Language Services Policy due to duplication.	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	Due to duplication in policy numbering Tenant Eligibility Policy renumbered from section 38.	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	‘Issue’ column in this table (document history) removed. Related to previous disk updates. Confirmed removal with Kathy Bell.	NA	Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove Housing Appeals Mechanism Policy. HAM document sits alone to maintain version control (duplicated in the Bond Loan Policy)	NA	Kylie George – A/Business Solutions Manager	June 2010
April 2010	Removal of references to Stamp Duty “lease duty”	2008/08287	Jodie Pester – A/Policy Officer	April 2010
April 2010	Income Eligibility – Non Assessable Income Types : added Redress WA payments	2008/08287	Jodie Pester – A/Policy Officer	April 2010
April 2010	Rent to Income – Non Assessable Income: added Redress WA payments	2008/08287	Jodie Pester – A/Policy Officer	April 2010
March 2010	Tenancy Management Policy – 10 – damage by minors – removed		Jodie Pester – A/Policy Officer	March 2010
February 2010	Insulation Policy – Climate Control	2005/40592	Jodie Pester – A/Policy Officer	March 2010

January 2010	The Department of Housing – Appeals Mechanism – update		Jodie Pester – A/Policy Officer	January 2010
December 2009	Priority Assistance Policy – Homelessness Definition	2009/1168	Jodie Pester – A/Policy Officer	January 2010
August 2009	Insertion of “Federal Government Single Pension increase exclusion from rent assessment (20/09/09-20/10/10)	2008/08287	Angela Lemon-A/Policy Officer	August 2009
June 2009	Correction of typographical error “Allocations Policy” Section 4.17-reference to section 3.9 to read “4.9”		Angela Lemon –A/Policy Officer	June 2009
June 2009	Change in terminology from “The Commission” to “The Authority” in the Privacy, Confidentiality and Duty of Care Policy	2008/08284	Angela Lemon-A/Policy Officer	June 2009
June 2009	Insertion of Links to Practice Guides in “Privacy, Confidentiality and Duty of Care” Policy	2008/08284	Angela Lemon-A/Policy Officer	June 2009
May 2009	Addition of “Centenarian” Policy to Rent to Income Policy-section 22-22.10	2007/40280	Angela Lemon-A/Policy Officer	May 2009
May 2009	Addition of “Centenarian” Policy to Tenancy Management Policy –section 37-37.10	2007/40280	Angela Lemon-A/Policy Officer	May 2009
May 2009	Removal of “Emergency Housing Policy”		Angela Lemon-A/Policy Officer	May 2009
October 2008	Removal of Special Transfers from Transfer Policy	2005/40592	Elizabeth Warren – Policy Officer	29 October 2008
October 2008	Eligibility Relating to Applicants with Debt to the Department – Statute-barred Debt - Point 30 and Debt Recovery and Debt Discount Scheme Policy – Statute-barred Debt – Point 7.	2005/40592	Elizabeth Warren – Policy Officer	13 October 2008
July 2008	Priority Assistance Policy Preamble – “Assessment of a Priority Application”		Elizabeth Warren – Policy Officer	31 July 2008
October 2007	Eligibility relating to applicants with a debt to the Department and Debt Recovery Policy updated to amend policies referring to statute-barred debt. The Department’s Appeals Mechanism, Waiting List Management Policy, Transfer Policy & Allocations Policy	2005/40592	Suzanne Healy – Senior Policy Officer	October 2007

	updated to amend policies effected by Community Housing program			
June 2007	Housing for People with Disabilities updated to amend the policy relating to the Department's Disability Allowance	2005/40592	Suzanne Healy – Policy Officer	June 2007
May 2007	The Department's Appeals Mechanism updated to include a reference to the ineligibility of fixed term leases.			
April 2007	Tenant Eligibility Policy Preamble updated to clarify the process relating to negotiations with tenants with pre 1996 tenancy agreements	2005/40592	Steve Willard – Policy Officer	April 2007
March 2007	Priority Policy Preamble updated (written evidence of inability to find private accommodation)	2005/40592	Steve Willard – Policy Officer	March 2007
December 2006	Tenant Eligibility – income eligibility re tenants above 26th parallel and remote regions	2005/40592-02	Michelle Draper- Policy Officer	December 2006
July 2006	Eligibility policy relating to the income of applicants s 8.1 clarified, s 8.3 added	2005/40592	Michelle Draper- Policy Officer	July 2006
June 2006	Eligibility Relating to the Income of Applicants S 2.7 (deeming rates amended) & S 5.1 (cash asset limits for singles & couples amended)	2005/40592 F92462Y97A	Michelle Higgins, Policy Officer	July 2006
June 2006	Priority Assistance Policy s 25 amended, s25.2 inserted, s19.1 added, s 7.2 added, s 4.1 updated	2006/20298 2005/40592	Michelle Draper- Policy Officer	July 2006
June 2006	Tenant Eligibility Policy Preamble clarified, s 38 clarified	2005/40592 2001/13104	Michelle Draper- Policy Officer	July 2006
June 2006	Transfer Policy- re written, sections renumbered. New provisions in s 8.1, s 14.1- 14.6 added	2006/01702 2005/40592	Michelle Draper- Policy Officer	July 2006
June 2006	Eligibility Policy Preamble updated (rights of child)	2005/40592	Michelle Draper- Policy Officer	July 2006
June 2006	Eligibility relating to proof of identity s 21.1 2nd dot point	2005/40592	Michelle Draper- Policy Officer	July 2006

	added			
June 2006	Eligibility relating to previous tenancy history s 31.1 provisions added	2005/40592	Michelle Draper- Policy Officer	July 2006
June 2006	Waiting List Management – preamble updated; S 7.2 9th dot point added	2005/40592	Michelle Draper- Policy Officer	July 2006
June 2006	Allocations s 8.1, 9 and 9.2 clarified and reworded	2005/40592	Michelle Draper- Policy Officer	July 2006
May 2005	Rent to Income policy- s 10.4 amended	2005/40592	Michelle Draper Policy Officer	May 2006
April 2006	Income limits for Eligibility	2005/40592	Anthony Ryan A/Policy Officer	April 2006
March 2006	Housing for People with Disabilities – Preamble updated s 6, 10.2, 10.3, 8,12,12.2	F92451Y97A	Michelle Draper Policy Officer	March 2006
March 2006	HIV/AIDS Policy- Preamble updated	F92451Y97A	Michelle Draper Policy Officer	March 2006
March 2006	Allocations Policy s 3 (added)- s3 onwards renumbered	2005/40592	Michelle Draper Policy Officer	March 2006
March 2006	Domestic Violence Policy s 2.1 updated	2005/40592	Michelle Draper Policy Officer	March 2006
February 2006	Priority Assistance Policy s2, 3,3.1,9,16, 28.1,28.2 (updated)	2005/40592	Michelle Draper Policy Officer	February 2006
December 2005	Tenancy Management Policy (Tenant Eligibility Policy) s 37.2 added	2005/40592	Michelle Draper Policy Officer	February 2006
January 2006	Debt Recovery and Debt Discount Scheme Policy s8.1	2005/40592	Michelle Draper Policy Officer	January 2006
January 2006	Eligibility Policy- Eligibility Relating to Property Ownership and Other Residences s15.1	2005/40592	Michelle Draper Policy Officer	January 2006

31 October 2005	Rent to Income Policy s 2 (updated), 2.3 (deleted), 5.5 (added), 21.3 (added)	2005/40592	Michelle Draper Policy Officer	January 2006
December 2005	Good Neighbour Policy (NEW)	2005/09781-03	Michelle Draper Policy Officer	January 2006
December 2005	Tenancy Management Policy (s2 added) s 2 onwards renumbered, s 5.2 (added) s6.1,8.2,13,18.1,24.1,35.1 (amended)	2005/40592	Michelle Draper Policy Officer	January 2006
December 2005	New Living Programmes Policy s10.1	2005/40592	Michelle Draper Policy Officer	January 2006
December 2005	The Department's Rental Function. Rental housing statistics updated	2005/40592	Michelle Draper Policy Officer	December 2005
December 2005	Eligibility Policy relating to incomes 3.6- Section number added, amendments made	2005/40592	Michelle Draper Policy Officer	December 2005
December 2005	Rent to Income Policy- section numbers added to dot points (s7.1-7.4) added guideline at s 7.2	2005/40592	Michelle Draper Policy Officer	December 2005
November 2005	Debt Discount Scheme Policy s 13,13.2 and 17.1 amended	2005/40592	Michelle Draper A/Policy Officer	November 2005
November 2005	Rent to Income s 6.2 -added	2005/40592	Michelle Draper A/Policy Officer	December 2005
November 2005	Eligibility Relating to Income s 2.2 added – Renumbered s 2.2-2.9 to 2.3- 2.10	2005/40592	Michelle Draper A/Policy Officer	December 2005
October 2005	Rent to Income Policy s 10.4 added	2005/40592	Michelle Draper A/Policy Officer	November 2005
September 2005	Cultural Diversity Policy s 9 and 9.1 added	2005/40592	Michelle Draper A/Policy Officer	November 2005
August 2005	Eligibility Relating to the Income of Applicants 4.1 dot point, Chile Pension of Mercy		Sean Daffin A/Policy Officer	August 2005

August 2005	Eligibility Relating to the Income of Applicants S2.6		August 2005	August 2005
August 2005	Allocations Policy, S8 & 9.2		August 2005	August 2005
March 2005	New Living Programmes Policy (Title)		Sean Daffin A/Policy Officer	March 2005
March 2005	Priority Transfer Policy, Preamble & S28.2		Sean Daffin A/Policy Officer	March 2005
March 2005	Housing for People with Disabilities S4.1 Dot Points		Sean Daffin A/Policy Officer	March 2005
March 2005	Priority Assistance Policy S1.1 Dot Point		Sean Daffin A/Policy Officer	March 2005
March 2005	Priority Transfer Policy S21.2		Sean Daffin A/Policy Officer	March 2005
March 2005	Tenancy Management Policy S10.1(iii) & (iv)		Sean Daffin A/Policy Officer	March 2005
March 2005	Priority Assistance Policy, Preamble (assessment of a priority application)		Sean Daffin A/Policy Officer	March 2005
December 2004	Eligibility relating to an applicant with a poor tenancy history with the Department-such as debt, disruptive behaviour, poor property standards.		Sean Daffin A/Policy Officer	December 2004
September 2004	Tenancy Management S26 Complaints by the Department's tenants against neighbours		Sean Daffin A/Policy Officer	September 2004
September 2004	Income counted when assessing Eligibility S2 and 2.6		Sean Daffin A/Policy Officer	September 2004
September 2004	Cash Assets S5.1		Sean Daffin A/Policy Officer	September 2004
September 2004	Debt Discount Scheme S17.3		Sean Daffin A/Policy Officer	September 2004
September 2004	Disability Exclusive Use S11.4		Sean Daffin A/Policy Officer	September 2004
September 2004	Tenant Eligibility S34.1		Sean Daffin A/Policy Officer	September 2004
September 2004	Individual Property Market Rents		Sean Daffin A/Policy Officer	September 2004
September 2004	Priority Assistance, S1-dot point, Employment		Sean Daffin A/Policy Officer	September 2004
September 2004	Eligibility – New Zealand Residents S11.6 & S11.7.		Sean Daffin A/Policy Officer	September 2004
September 2003	Climate Control S3		Kathy Bell Policy Officer	September 2003
September 2003	Documentary Proof of Income S4.1		Kathy Bell Policy Officer	September 2003

August 2003	The Department Appeals Mechanism S5.1, S6.5, S7.5, S11, S11.3, S14.4, s15.4		Kathy Bell Policy Officer	September 2003
August 2003	Cultural Diversity S2.3		Kathy Bell Policy Officer	September 2003
August 2003	Tenancy Management Subletting S16, S16.1		Kathy Bell Policy Officer	September 2003
August 2003	Rent to Income S18.2		Kathy Bell Policy Officer	September 2003
August 2003	Tenancy Management Income Confirmation Scheme S39, S39.1, S39.2, S39.3, S39.4, S39.5, S39.6		Kathy Bell Policy Officer	September 2003
June 2003	Eligibility – Cash Assets Seniors S5.1		Kathy Bell Policy Officer	July 2003
June 2003	Rent to Income – Income derived from Assets S8.2		Kathy Bell Policy Officer	July 2003
June 2003	Eligibility – Cash Assets Limits S5.1		Kathy Bell Policy Officer	July 2003
June 2003	Eligibility Income when assessing eligibility S2.6		Kathy Bell Policy Officer	July 2003
June 2003	Family and Domestic Violence – Preamble and S1, S2, S2.1, S3, S7, S8, S10, S11, S12, S13, S14		Kathy Bell Policy Officer	July 2003
July 2003	Allocation Seniors S3.18		Kathy Bell Policy Officer	July 2003
May 2003	Tenancy Management – Property Standards S6 Definition		Kathy Bell Policy Officer	June 2003
May 2003	Discretionary Decision Making S3.1		Kathy Bell Policy Officer	June 2003
May 2003	New Living – Relocation Transfers S10.1 Reconnection reimbursement		Kathy Bell Policy Officer	June 2003
April 2003	Water Consumption S1.2 & 2.1		Kathy Bell Policy Officer	June 2003
April 2003	New Living – Tenant Relocation S10.1		Kathy Bell Policy Officer	June 2003
April 2003	Domestic Violence S14		Kathy Bell Policy Officer	June 2003
April 2003	Debt Recovery – Debt Discount S19 & 19.1		Kathy Bell Policy Officer	June 2003
April 2003	Debt Recovery- Debt Discount renumbered 6 – 17 to 7 – 18		Kathy Bell Policy Officer	June 2003
April 2003	Debt Recovery – Previous Tenancy Same Address S5.4 to S6 and S6.1		Kathy Bell Policy Officer	June 2003

April 2003	Debt Recovery – Debts Relating to a Previous Tenancy S5		Kathy Bell Policy Officer	June 2003
April 2003	Debt Recovery – Tenants in Occupation S3		Kathy Bell - Policy Officer	June 2003
April 2003	Debt Recovery – Account Finalisation –S 2.2, 2.3.		Kathy Bell - Policy Officer	June 2003
April 2003	Transfer – General Conditions S2		Kathy Bell – Policy Officer	June 2003
April 2003	Rent to Income -Absentee Tenant Minimum Rent S12, 12.1, 12.2, 12.3,12.4, 12.5, 12.6, 12.7		Kathy Bell - Policy Officer	June 2003
April 2003	Tenancy Management – Debt to Housing and Works S28		Kathy Bell - Policy Officer	June 2003
April 2003	Tenancy Management – Ending of Tenancy S24.3		Kathy Bell - Policy Officer	June 2003
April 2003	Tenancy Management – S18		Kathy Bell - Policy Officer	June 2003
April 2003	Tenancy Management – Improvements or Additions S17, 17.1, 17.2, 17.3, 17.4, 17.5		Kathy Bell - Policy Officer	June 2003
April 2003	Tenancy Management – Tenants responsibility & minors S9		Kathy Bell – Policy Officer	June 2003
April 2003	Eligibility – Debt S24		Kathy Bell - Policy Officer	June 2003
April 2003	Eligibility – District Allowance S3.3		Kathy Bell - Policy Officer	June 2003
April 2003	Eligibility – Statute-barred Debt S30		Kathy Bell - Policy Officer	June 2003
April 2003	Rent to Income S12		Kathy Bell - Policy Officer	June 2003
April 2003	Priority S1.1		Kathy Bell - Policy Officer	June 2003
July 2002	Privacy, Confidentiality & Duty of Care – Media S3 & 4		Kathy Bell – Policy Officer	August 2002
June 2002	Eligibility Relating to the Income of Applicants S 1 & 2		Kathy Bell - Policy Officer	June 2002
May 2002	Tenancy Management – Pets – S22		Kathy Bell - Policy Officer	May 2002
April 2002	Amendment to Rent to Income – Child Maintenance – S21		Kathy Bell - Policy Officer	April 2002
March 2002	Amendment to Housing People with Disabilities - S4.1		Kathy Bell - Policy Officer	March 2002

December 2001	Amendment to Climate Control Policy- S4		Kathy Bell - Policy Officer	February 2002
November 2001	Amendment to: Eligibility Policy – s15		Kathy Bell - Policy Officer	February 2002
October 2001	Amendment to: Eligibility policy – Preamble & s14		Kathy Bell - Policy Officer	November 2001
September 2001	Amendments to: Priority Assistance Policy s6 Privacy, Confidentiality & Duty of Care Policy, s12		Kathy Bell - Policy Officer	September 2001
January 2000	NEW document		Kevin Tennant - Policy Officer	January 2000