

Allocations Policy (QLD)

1. Purpose

To provide information on how HOME in PLACE (Queensland) Limited (HOME in PLACE QLD) manages all aspects of the allocations process for social housing and meets our contractual and legal obligations.

2. Scope

This policy applies to all HOME in PLACE QLD social housing tenants and applicants.

3. Policy Statement

HOME in PLACE QLD offers social housing to people who are assessed as eligible for social housing and listed on the Queensland housing register.

As a registered Community Housing Provider, HOME in PLACE QLD manages the allocations of housing pursuant to the requirements of the Department of Communities, Housing and Digital Economy's Allocations Policy. HOME in PLACE QLD will:

- Ensure that all eligible people have equal access to housing
- Provide coordinated information about housing assistance
- Maintain a fair, needs based allocations process and non-judgemental attitude to all clients
- Provide an open and transparent allocations process
- Meet our funding commitments and the legal and regulatory requirements for all housing programs
- Make the most of housing resources

Referrals, matching to a vacancy and offers

- HOME in PLACE QLD will accept referrals from the Department and consider all short-listed applicants. HOME in PLACE QLD will identify the applicant whose requirements, needs and circumstances best match the vacant property, taking into consideration the match to the local community and access to services. The applicant will be contacted and provided with the opportunity to view the property.

Offer accepted

- When an applicant accepts an offer of housing HOME in PLACE QLD will discuss a tenancy start date and arrange a time to complete the tenancy agreement. The applicant will be provided with details relating to rent and rental bond.

Title	Allocations Policy (QLD)	POL-5025-21	Version	V2.1	Last Review	21/07/2022	Page 1 of 2
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Offer rejected

Applicants for housing assistance are expected to accept reasonable offers of housing that meet their housing needs, this is based on the information provided by the applicant when they apply for housing.

If an applicant rejects an offer they will need to discuss this with HOME in PLACE QLD staff to determine if the rejection of the offer is reasonable or not, for example, an applicant's circumstances may have changed but they have not made these changes to their housing application. If the reason for rejecting the offer is found to not be reasonable, this may impact the applicant's housing application.

Not responding to an offer

HOME in PLACE QLD will make every effort to contact an applicant about an offer of housing. However, if an applicant does not respond to this contact, the application for housing assistance may be cancelled. In these circumstances, applicants will be notified in writing of the decision.

Review of decisions

If an applicant is dissatisfied with a decision made about their allocation of social housing they should first discuss this with HOME in PLACE QLD. If they are still dissatisfied, they may be able to request a review of the decision.

4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

'End of Document.'

Title	Allocations Policy (QLD)	POL-5025-21	Version	V2.1	Last Review	21/07/2022	Page 2 of 2
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