



Application Management Policy

Last updated: 24 April 2019

Policy Intent

To outline how the Housing Authority operating within the Department of Communities manages applications for public housing.

Policy Statements

1. Clients must continue to meet the public housing eligibility criteria through the period they are seeking assistance to remain registered for public housing.
2. Clients are responsible for:
 - a. Providing up to date contact details;
 - b. Providing accurate information;
 - c. Advising of any changes to their circumstances; and
 - d. Responding to correspondence or information requests from the Housing Authority.
3. Public housing applications will be registered in date order.
4. Public housing applications will be registered on:
 - a. The date the application is received; or
 - b. The date the client was added to an existing application.
5. Clients will retain their original registration date:
 - a. If they transfer their application to another zone or region;
 - b. If co-applicants wish to proceed with separate applications; or
 - c. Upon reinstatement of a withdrawn application.
6. Clients will be listed for only one Metropolitan zone or country town of their choice.
7. Public housing applications will be reviewed regularly to assess client eligibility for public housing and to understand their housing needs.
8. Public housing applications may be withdrawn:
 - a. If the client is not eligible for public housing;
 - b. At the request of the client;
 - c. If the client does not respond to correspondence or information requests from the Housing Authority;
 - d. If the client leaves Western Australia for longer than 6 months;
 - e. If the client does not accept a property offer, unless:
 - i. The client can demonstrate the offer does not meet their housing needs; or
 - ii. A deferral has been granted due to extenuating circumstances.
9. Subject to reassessment of eligibility and determining the client's housing needs, a withdrawn application may be reinstated;
 - a. As a result of a successful appeal;

- b. As result of a discretionary decision; or
- c. Within one year of the application being withdrawn due to the client not responding to an application review without proceeding to the appeals process.

10. Clients who have nominated for Community Housing will have their applications managed in accordance with this policy.

Related Legislation

- *Housing Act 1980*
- *Residential Tenancies Act 1987*
- *Residential Tenancies Regulations 1989*

Related Housing Authority Policy

- Eligibility Policy
- Appeals Mechanism
- Discretionary Decision Making Policy
- Allocations Policy