



Community Housing Allocations Policy (CHAP)

Policy Number CH/2007/32194-02

Revised October 2010

To be read in conjunction with the Community Housing Income and Asset Limits Policy

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Director, Housing System Reform	Greg Cash		27 October 2010

SECTION 1: DEFINITION OF TERMS

In this document:

Accommodation means housing provided without a tenancy agreement, such as board and lodging, crisis accommodation, emergency housing, refuges and certain forms of transitional housing. Residents in these properties are not tenants and are not included in the Community Housing Agreement Performance Agreement.

Affordable Housing means housing to be leased to households earning no more than eligibility limits for entry into the National Rental Affordability Scheme. Rent is to be set at less than 75% of the market rent or otherwise in accordance with the relevant policies.

Allocations means the offer and acceptance of a premise by an Eligible Person from the Housing Authority's Joint Wait List.

Bond Assistance Loan (BAL) means the scheme operated by the Department of Housing for tenants to receive a loan to cover the cost of their rental property bond.

Business Days means a day, not being a Saturday, Sunday or public holiday, which banks in Western Australia are open for general banking business.

Caretaker means the Housing Authority's Tenancy Management Database.

Community Housing means Social Housing and/or Affordable Housing owned or otherwise under the legal control of a Community Housing Organisation.

Community Housing Agreement (CHA) means a partnership between the Housing Authority and a Community Housing Organisation that aims to establish the terms by which the Community Housing Organisation must discharge its functions and deliver robust and consistent standards for service.

Community Housing Organisation means any not-for-profit organisation incorporated under the Law of the Commonwealth of Australia or the State of Western Australia, or a Local Government, whose primary objective is to provide Social Housing or Affordable Housing to Eligible Persons on the Joint Wait List and is registered with the Housing Authority for that purpose.

Community Housing Asset Management System (CHAMS) means the purpose built Joint Wait List web interface system used by Community Housing Organisations to allocate tenants.

Eligible Persons means persons who meet the Housing Authority's eligibility criteria for Affordable Housing or Social Housing (as applicable) as set out in the relevant Policy.

Growth means additional premises funded and developed or purchased by the Community Housing Organisation.

Housing Authority means the Housing Authority as defined in the Housing Act 1980 (WA) as amended (also known as the Department of Housing).

Joint Wait List (JWL) means the list of Eligible Persons maintained by the Housing Authority on behalf of clients and selected Community Housing Organisations to form a common integrated Housing Wait List for Western Australia.

Mobility Housing means housing for people with impaired mobility and where the property is specifically built, fully converted, modified or adapted for people who have difficulty in walking or use a wheelchair.

Month means a calendar month.

Occupation/Reoccupation means the date that a new tenancy agreement is signed and rent charges begin.

Occupational Therapy Service (OTS) means the services provided by the Department of Housing to clients with mobility housing requirements.

Priority Applicants means those who are on the Joint Wait List and have demonstrated an urgent need for housing in accordance with the relevant Policies.

Provider means a registered community housing organisation or Local Authority that manages Land and Premises as defined under a Service Level Agreement or any other agreement entered into with the Housing Authority. Community Housing Provider or Community Housing Organisation has the same meaning.

Public Housing means a form of housing tenure in which the property is owned by the Housing Authority, managed by the Housing Authority and provided at nominal rent to people in need.

Regional Office means an office of the Housing Authority.

Social Housing means Government subsidised rental housing for people with low to moderate incomes provided by a public housing body or a not-for-profit organisation such as a Community Housing Organisation. Rent is set between 25-30% of household income.

Special Needs Housing means housing provided with a tenancy agreement for specific clients supported by the Mental Health Commission or the Disability Services Commission (Community Disability Housing Program, Independent Living Program). Residents in these properties are tenants and are included in the Community Housing Agreement Performance Agreement.

Tenancy means the right of occupancy established under a residential tenancy agreement.

Turnaround Time means the time taken, measured in the number of working days, from the vacation of a property to reoccupation.

Vacancy means a premise that is unoccupied and/or is undergoing standard maintenance (i.e. excluding major maintenance) to restore the property to a lettable condition.

Wait Turn Applicants means applicants who are on the Joint Wait List but have not demonstrated an urgent need for housing in accordance with the relevant Policies.

2. Glossary of Abbreviations

CAP	Crisis Accommodation Program
CDHP	Community Disability Housing Program
CHAMS	Community Housing Allocations Management System
CHP	Community Housing Program
JVHP	Joint Venture Housing Program
ILP	Independent Living Program, part of CDHP
PHLP	Public Housing Leasing Program
SCHIP	State Community Housing Investment Program

SECTION 2: INTRODUCTION

3. Policy Overview

In June 2009, the then Community Housing Directorate conducted a review of all policies and procedures that dealt with tenant allocations from the Joint Wait List (JWL). This review discovered that allocation policy differed among the community housing programs.

The Community Housing Allocations Policy (CHAP) was released in August 2009 to provide a more streamlined approach for Community Housing Providers (Providers) in the management of applicant allocations from the JWL. To assist Providers, the Department developed the Community Housing Allocations Management System (CHAMS) that will operate in conjunction with CHAP.

This August 2010 revision was made in response to recent asset transfer initiatives as part of the Department's Affordable Housing Strategy and the need to develop complementary allocation regimes for housing allocations into public housing and housing provided through the Not-For-Profit sector.

CHAMS is the electronic management system developed for use by authorised Providers to manage allocations from the JWL.

CHAP offers broader parameters to achieve consistency between sensitive allocations, sustainable tenancies and sector growth. These changes in policy direction align themselves with the Council of Australian Government (COAG) social housing reforms, aimed at:

- Provide incentives for tenants to take up work or remain in the workforce when public housing income eligibility limits (Band A) are reached;
- Improving the efficiency of social housing through better matching of tenants with appropriate dwelling types; and
- Providing better social and economic participation for social housing tenants by locating housing closer to transport, services and employment opportunities.

This will enable Providers to utilise internal processes that are critical to the operation of their business and retention of autonomy.

3.1 Outcomes

Ensure government funded housing is used to provide housing assistance to low to moderate income earners that responds to the timing and level of need.

Increase capacity of Community Housing Providers to contribute equity to projects or additional stock growth through leveraging of private funds.

Increase Community Housing Providers' income stream through broadening the social and economic mix of tenant allocations.

- Reduce workforce disincentives by providing opportunities for social housing tenants to transition from social to affordable housing outcomes.

3.2 Policy Objectives

This policy document provides broad policy parameters and operational guidelines to streamline tenant allocation procedures for Community Housing Providers.

CHAP supersedes all former allocation procedures established under the Joint Wait List Procedures (SCHIP) CH2007/09652-02 and PHLP, Phase 1, Allocations Policy & Procedures CH2007/32194-02.

3.3 Scope of Policy

Historically, the Community Housing Allocations Policy and procedures were limited to the;

- State Community Housing Investment Program (SCHIP),
- Public Housing Leasing Program (PHLP),
- Joint Venture Housing Program (JVHP), and
- the Community Housing Program (CHP).

In light of current social housing reforms, the CHAP will no longer be program-specific. Instead, the CHAP will apply to any registered community housing organisation expected to allocate clients from the Department's and Community Housing Organisations' JWL.

The allocations policy and procedure contained in this document is varied for:

- Mobility Housing Properties

The allocations policy and procedures contained in this document exclude the following programs:

- Community Housing Disability Program (CDHP)
- Crisis Accommodation Program (CAP)

SECTION 3: POLICY PROVISIONS

4. Community Housing Allocations Management System (CHAMS)

- (a) Providers must use CHAMS to conduct all allocations.
- (b) Providers may not allocate outside the JWL, unless a required allocation is negotiated with the Housing System Reform Branch.

5. Joint Wait List (JWL)

The Joint Wait List (JWL) comprises priority and wait-turn applicants listed on the public housing Wait List, together with public housing tenants seeking a transfer that have registered their interest in community housing as an alternative housing option.

5.1 JWL Eligibility upon Application

To be eligible for the JWL the applicant or tenant must have a current application lodged that meets the Housing Authority's prevailing eligibility criteria and have expressly nominated the community housing option.

5.2 Access to the JWL

All applicants and existing tenants must expressly nominate 'Community Housing' as an alternate housing option before their application is added to the JWL.

- (a) New Applicants may nominate the community housing option by ticking 'yes' on the Housing Authority's Rental Application Form.
- (b) Existing applicants may nominate the community housing option by ticking 'yes' on the annual rental review survey or by directly contacting the Housing Authority's Regional Office.
- (c) Tenants seeking a transfer may nominate the community housing option by ticking 'yes' on the transfer application or by directly contacting the Housing Authority's Regional Office.
- (d) An existing applicant or tenant that directly contacts the Housing Authority whether by telephone or personal attendance to a Regional Office to register their interest in community housing must sign Consent to Disclose Personal Information Form.

5.3 Management Responsibilities of the JWL

The Housing Authority is responsible for the management of the JWL, which includes Caretaker updates and Provider Generated Tasks received from Providers.

6. Identification of Applicants for Assessment

CHAMS displays applicants on the JWL according to their listing date.

- (a) The listing date is the date the Housing Authority deemed an applicant eligible for public housing.
- (b) Providers are required to assess priority and wait-turn applicants with the earliest listing date.
- (c) Providers may assist an applicant outside of (b) on a case by case basis (*Refer to Section 11 on Mobility Housing Allocations*).

7. Applicant Allocation Rule

50:50 Applicant Allocation

Where a program transfers stock to build organisational capacity without growth expectations, Providers are required to make 100% allocation to social housing clients. This will occur on the basis of 50% targeted to priority applicants and 50% to wait turn applicants.

70:30 Applicant Allocation

The policy sets the following parameters where there is an Affordable Housing component in the Agreement and there are expectations of self-generated growth in stock.

The 70:30 Applicant Allocation Rule will only apply to mainstream housing and excludes transitional housing, CAP properties, and Boarding and Lodging houses. The 70:30 rule means that:

- 70% or more of the properties will be occupied by Social Housing tenants i.e. income eligible for public housing, and up to 30% of the properties will be occupied by Affordable Housing tenants that meet the criteria of the Community Housing Income Limits (Band B).
- The public housing eligible allocations are to be split 50:50 between Priority Applicants and Wait Turn Applicants from the joint wait list for Social Housing tenants .e.g. *providing 35% of allocations targeted to Priority and 35% to Wait Turn Applicants* (Band A).
- The Affordable Housing client allocation of up to 30% must be targeted to ineligible public housing tenants in the first instance. If there are no Band B eligible public housing tenants, then allocation may be made to Band B applicants sourced from the Community Housing Growth Providers client register.

Where alternate funding sources are part of a project, alternative allocation arrangements will be varied according to agreement by both parties.

8. Allocation Process

CHAMS requires the completion of certain steps before the Provider can progress an application to the offer stage.

This means that Providers are required to:

- (a) Allocate the application for assessment, whether a general assessment or assessment leading to an offer;
- (b) Initiate the assessment process that includes consideration of the basic housing requirements, location requirements and future needs;
- (c) Conduct the Income & Asset Eligibility Assessment (CHAMS will not record an offer, unless this criterion is completed);
- (d) Ensure that all Vacant property notifications have been made, to notify the Department of Housing of any tenanted property that becomes vacant. This is to be done by e-mail to communityhousing@housing.wa.gov.au within 3 working days, followed by a monthly Vacant Property Report emailed to the CHAMS Administration Officer in the Department of Housing at communityhousing@housing.wa.gov.au; and
- (e) Consider additional factors that involve any changes in the applicant's circumstances from the date of application to the time of Provider assessment.

9. Allocating an Application

CHAMS requires the Provider to allocate an application before the application can be assessed (the system will not allow Providers to view the applicants' personal information, until the application is allocated).

The purpose of allocating an application is to prevent the Housing Authority or another Provider from working on the same application or making an offer simultaneously. Following the allocation of an application, the Provider is able to access household profiles and view application comments, which may assist in determining support needs.

9.1 Timeframe for General Assessment and Allocation

The Provider may conduct a general assessment or an assessment leading to an offer of housing.

A **'general assessment'** is conducted for the purposes of obtaining additional information to assist a future allocation.

- (a) The Provider has **21 business days** in which to conduct a general assessment or house the applicant or return the application to JWL.
- (b) If the applicant is not to be assisted, the Provider must return the application to JWL.
- (c) If the applicant is to be assisted, the Provider must record the details in CHAMS.

10. Application Assessment Process

In accordance with Council of Australian Governments (COAG) the application assessment process requires Providers to conduct **'sensitive and sustainable allocations'** when assessing an application for assistance.

The rationale is to improve the efficiency of social housing through better matching of tenants with appropriate dwelling types; and provide better social and economic participation for social housing tenants by locating housing closer to transport, services and employment opportunities.

This means that Providers are required to consider the applicant's:

- (a) basic housing requirements, location requirements and future needs contained in Clause 13.1; and
- (b) consider discretionary allocation in accordance with Clause 13.2; and
- (c) conduct an Income Eligibility Assessment; and
- (d) any consider any other information for the purposes of determining assistance.

10.1 Sensitive and Sustainable Allocations

The terms for 'sensitive and sustainable allocations' are as follows:

'Sensitive Allocations' refers to matching tenants with appropriate dwelling types, location requirements, cultural and family (including extended) structures.

'Sustainable Tenancies' takes into account the principles of a sensitive allocation. Providers need to ensure that the allocation is sustainable for the tenant and the Provider.

10.1.1 Basic Housing Requirements

The applicant's basic housing requirements include zone preference, household composition, medical or disability needs (if any) and any supported housing needs.

10.1.2 Location Requirements

Location requirements are factors that influence the need for a particular location, such as schooling, access to transport, employment prospects, and necessary medical, community or family support.

10.1.3 Future Need

Factors influencing future requirements may include age, location requirements employment, support needs, potential mobility issues and any potential full-time or part-time care arrangements.

10.2 Discretionary Allocations

Providers have discretion to offer assistance that may fall outside public housing requirements and consider future requirements of an applicant in accordance with 'sensitive and sustainable allocation' principles during the assessment process.

This means that in the management of community housing, Providers may utilise their internal policies and procedure to assist an applicant.

10.2.1 Outside Listing Date

An applicant may be housed outside the listing date, where an assessment has been conducted and it is determined that the applicant has an urgent need that warrants assistance ahead of turn.

10.2.2 Zone Preference

Housing may be offered that falls outside an applicants' preferred zone.

10.2.3 Housing Entitlement

Target Group	Community Housing Entitlement
Seniors (55 & Over) Single or Couple	1 or 2 bedroom property ▸ Seniors with an existing 2 bedroom entitlement, as determined by the Housing Authority may not be offered a 3 bedroom property.
Single Parent or Couple/2 Children	2 or 3 bedroom property.
Single Parent or Couple/3 Children	3 or 4 bedroom properties.
Single Parent or Couple/4 or more Children	5 or 6 bedroom properties.
Singles Adults (sole or sharing)	▸ Providers should only offer housing that is consistent with their existing entitlement as determined by the Housing Authority.

10.3 Apartment or Unit Complex Allocations

Providers may in some situations choose mixed tenancy (target) group or a social and economic mix. Any consideration must have regard to the size of the complex, the composition of the existing tenant group and any associated problems whether recent or historical.

11. Mobility Housing Allocations

Where a property is identified as a mobility housing property, the Housing Authority retains the right to allocate an applicant from the Joint Wait List (JWL) into that property:

- (a) Identification of suitable applicants for all mobility housing properties must be conducted through the Occupational Therapy Service (OTS).
- (b) Management responsibility of a mobility housing property will remain with the Provider.

11.1 Designated Use of Mobility Housing Properties

Mobility housing is to be used exclusively for applicants with a physical disability.

- (a) Where the person with a disability no longer resides in the mobility property, the remaining resident[s] may remain in the property for a minimum period of six (6) months and no more than twelve (12) months unless negotiated earlier.
 - i. Upon expiration of the term contained in subsection (a), the remaining resident[s] will be required to transfer or source alternative housing within the private sector, subject to the Community Housing's Prevailing Eligibility Criteria.
 - ii. The Provider is responsible for identifying an appropriate property within their property portfolio for relocation of the existing resident[s]. Where a suitable property is not available the Provider should seek assistance from the Housing Authority.
- (b) Where a mobility housing property becomes vacant and a suitable applicant (with impaired mobility) cannot be identified from the Joint Wait List or the Public Housing Wait List, allocation responsibility reverts to the Provider.
 - i. The Provider is required to liaise with the Disability Service Commission to identify a suitable applicant.
 - ii. If the Provider having exhausted all other options is unable to identify a suitable applicant, the Provider may offer the mobility property under a short term leasing arrangement.

11.2 Additional Amenity or Modification

Where an additional amenity or modification is required and the amenity or modification will incur a substantive expense, the Provider may request assistance and must submit supporting documentation to the Manager Community Housing Programs and Services.

All submissions are assessed on a case by case basis in consultation with Housing System Reform, the Provider and the Providers OTS.

11.3 Allocation Process for Mobility Housing Properties

The following process provides guidelines for the allocation of a mobility unit:

- (a) The Provider is required to immediately notify the OTS at the relevant Regional Office, when a mobility unit becomes vacant.
- (b) The OTS will then identify a suitable applicant (If the identified applicant is not listed on the Joint Wait List the Occupational Therapist will need to add the applicant to JWL by flagging community housing [CMHH] on Caretaker).
- (c) Following identification the OTS is required to notify the Provider of the successful applicant to initiate the offer process through CHAMS.
- (d) The OTS and the Provider are then required to negotiate an appropriate time to house the applicant.

12. Income & Asset Eligibility

Providers must conduct an Income Eligibility Assessment before an offer of housing can be made. Following this assessment, Providers must record the outcome in CHAMS.

12.1 Eligibility upon Allocation

To be eligible for community housing, the applicant's income must not exceed the income or asset limits contained in the Community Housing's Income and Asset Eligibility Policy.

12.2 Applicant is Income Ineligible

If the applicant is deemed 'ineligible', the Provider must record the applicant's ineligibility and provide a reason for this decision in the comments facility in CHAMS.

- (a) CHAMS will automatically remove the Community Housing flag (CMHH) from an application that is deemed 'ineligible'.
- (b) CHAMS will record a critical comment and forward a task message to the relevant Regional Office triggering a '**Review Assessment (LS56)**'.

12.2.1 Department Responsibility

- (a) Following receipt of the task message 'Review Assessment' (LS56), the designated officer will need to request the applicant's income details for assessment. This assessment is conducted in accordance with prevailing Housing Authority criteria.
- (b) If the Income Review Assessment establishes the applicant's eligibility, the Community Housing flag (CMHH) may be reinstated and a critical comment made noting eligibility.
- (c) If the Income Review Assessment establishes the applicant's ineligibility, the designated officer is required to comply with the prevailing public housing wait list management rules that deal with this situation.

13. Offer of Housing

Applicants will receive **ONE** (1) reasonable offer of housing.

A '**reasonable offer of housing**' is one that takes into account **all** the applicant's housing requirements considered during the Application Assessment Process (Cl.10) that includes but is not limited to basic housing requirements, location requirements and future needs.

All Offers of Housing must be recorded in CHAMS, this includes:

- (a) Valid declines with an accompanying comment; and
- (b) Invalid declines with an accompanying comment.

13.1 Acceptance of Offer of Housing

An applicant that accepts an offer of housing retains an opportunity to decline the offer following acceptance subject to the decline rules contained in the clauses below.

13.2 Decline an Offer of Housing

An applicant may decline an offer of housing from a Provider if there is a valid reason that justifies the decline. The Provider is responsible for determining whether the reason for decline of an offer is valid.

13.2.1 Valid Declines

The following provide valid grounds for declining an offer, which may include but is not limited to:

- (a) Housing that falls outside the applicant's basic housing needs; or
- (b) Housing that does not meet the applicant's location requirements; or
- (c) The applicant is committed by private leasing arrangements; or
- (d) Other grounds as determined by the Provider.

13.2.2 Invalid Declines

Where a reason for decline is determined as invalid, the Provider must advise the applicant that:

- (a) Their application will be removed from the JWL and cannot be reinstated for a period of six (6) months. This means the applicant is not able to be housed in community housing by any Provider for that period of time. *In this situation, CHAMS will remove the Community Housing flag 'CMHH' and disallow for a period of six (6) months.*
- (b) The applicant may still be housed by the Housing Authority and will maintain their original position on the public housing Wait List .
- (c) If a Provider or the Housing Authority wishes to reinstate the applicant to the JWL a request to Housing System Reform is required along with sufficient justification.

13.3 Withdrawal of an Offer of Housing

A Provider may withdraw an offer of housing under the following circumstances:

- (a) If an applicant supplies false or misleading information; or
- (b) An applicant fails to respond to an offer of housing within the timeframe identified by the Provider; or
- (c) Other grounds as determined by the Provider.

In this situation, the Provider is required to:

- (d) Record the decision in the comments facility in CHAMS.

14. Transfer Applications

- (a) Applicants that are currently tenanted in public housing may apply to the Housing Authority for a transfer to a community housing property.
- (b) Where an applicant transfers from public housing to community housing that applicant is not eligible for transfer back into a public housing property, unless the Housing Authority otherwise consents due to exceptional circumstances.

15. General Provisions

15.1 Bond Assistance Loan

Applicants may apply for a Bond Assistance Loan (BAL), subject to the Housing Authority's bond requirements. For information regarding BAL, applicants must contact their local Regional Office.

15.2 Residential Tenancy Agreements

Community Housing Providers are required to use Periodic Tenancy Agreements, unless there are exceptional circumstances that require a Fixed Term Agreement.

'**Exceptional circumstances**' may include, but is not limited to poor tenancy history, anti-social behaviour or major breaches of the *Residential Tenancy Act 1987 (WA)*.

15.3 Rental Charges

The rent payable by tenants is charged in accordance with the Community Housing Rental Policy.

15.4 Tenant Contact

In order to expedite the offer and acceptance process the Provider should contact the applicant by telephone.

In the absence of or an incorrect telephone contact number, the Provider may either:

- (a) Write to the applicant requesting that they update their information.
- (b) If the applicant responds with a new number and/or a new address, the Provider is required to create a task message in CHAMS advising the relevant Regional Office to update the application.
- (c) If the letter is marked '**return to sender**', the Provider needs to create a task message in CHAMS advising the relevant Regional Office that the '**applicant cannot be contacted and has not responded to mail**'.

16. Withdrawal of Applicants from the JWL

Applicants will be withdrawn from the Joint Wait List if any of the following occur:

- (a) an applicant withdraws their interest in community housing; or
- (b) an applicant accepts an offer of housing from the Community Housing Provider or the Housing Authority; or
- (c) an applicant is housed by another Community Housing Provider; or
- (d) an applicant's reason for decline is determined to be invalid.

17. Appeals

- (a) An applicant is entitled to access the Community Housing Providers Appeals Process for any actions or decision made by that provider.
- (b) An applicant is not entitled to access the Housing Authority's Appeals Process for any actions or decisions made by a Community Housing Provider.

18. Reporting Requirements (until automated report is in place)

Providers are required to provide a Vacant Property Report (VPR) on a monthly basis until this becomes an automatic procedure. Providers may forward this information directly from their organisations' data system or complete the attached VPR.

The VPR should include the following: Property ID, Property address, property status, date of property transfer, date vacated, date tenanted, turnaround time, Program, Region/District.

19. Evaluation of Key Performance Indicators

Housing System Reform Branch is required to assess key performance indicators that may include but is not limited to criteria in the following subsections.

19.1 Wait List Reduction

- (a) the number of people housed in the provider owned or managed properties from the Joint Wait List for the financial year;
- (b) the percentage of people housed in provider owned or managed properties from the Joint Wait List for the financial year;

19.2 Property Transfer

- (a) the number of properties transferred to the provider for ownership or management for the financial year by vacant premises and by in-situ premises;
- (b) the percentage of properties transferred to the provider for ownership or management for the financial year against the annual target.

SECTION 4: BUSINESS RULES

Appendix A: Consent to Disclose Personal Information [Regional Office Use]

Appendix B: Vacant Property Report [to be used by Providers]

APPENDIX A: CONSENT TO DISCLOSE PERSONAL INFORMATION

Application Number:

Applicants Name:

Applicants Address:

Home Phone:

Mobile Phone:

I would like my name added to the Community Housing Joint Wait List for consideration for a community housing property: YES

I understand that Community Housing offers long-term mainstream housing that is secure and affordable for singles, families and senior citizens managed by not-for-profit community housing associations: YES

Disclosure of Personal Information

I understand that by ticking 'yes' I am giving the Department of Housing permission to give my personal details relevant to my application to a Community Housing Organisation that may include –

- my name, address and contact numbers;
- any medical information and documentation on file that I have supplied or has been sent on my behalf to assist my application;
- any support letters on file that I have supplied or has been sent on my behalf to assist my application;
- information regarding a prior tenancy or current tenancy (if any).

Information Sharing

I understand that any information held by the Department of Housing and the Community Housing Organisation will be shared between the agencies to assist my application and my housing needs.

Right to Privacy

I am aware that any information released by the Department of Housing will be used solely for the purposes of assisting my application or tenancy, in addition –

- I understand that I may withdraw consent at any time;
- I understand that the information will be treated confidentially and if it is published for statistical purposes in any way, it will not identify me or any member of my family.
- I have received a copy of this consent form.

Signature: _____

Date: ____/____/____

Signature: _____

Date: ____/____/____

Signature of Receiving Officer

