



Government of **Western Australia**
Housing Authority

HOUSING AUTHORITY

RENTAL

POLICY

MANUAL

October 2017

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RENTAL POLICY MANUAL

INTRODUCTION

The Housing Authority was established by the *State Housing Act 1946 (WA)* and currently operates under the *Housing Act 1980 (WA)*.

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

NAHA is an agreement by the Council of Australian Governments that commenced on 1 January 2009, replacing the *Commonwealth State Housing Agreement*.

NAHA aims for all Australians to have access to affordable, safe and sustainable housing that contributes to social and economic participation.

THE HOUSING AUTHORITY'S OBJECTIVES

The Housing Authority provides public rental housing as an affordable option for eligible low income singles and families who are unable to afford private housing.

Under the Affordable Housing Strategy 2012-2020 the Housing Authority aims to provide 20 000 affordable housing opportunities by 2020. To achieve this, the Housing Authority 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) and
- Appropriate (meets the needs of individual circumstances).

HOUSING AUTHORITY FUNCTIONS

The Housing Authority 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 Housing Authority'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 Housing Authority continuously reviews the Rental Policy Manual. The updated version is published internally and on the Housing Authority'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 on the right-hand side. Where appropriate, examples are given under "guidelines".

CONTACTING THE HOUSING AUTHORITY

General Enquiries: 1800 093 325

TTY: 9476 2446

Maintenance: 1300 137 677

Customer feedback: 1800 257 677



Government of **Western Australia**
Housing Authority

ELIGIBILITY

POLICY

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;
 - Costs arising from disability and other special circumstances; and
 - Limits on eligibility are to be reviewed at appropriate intervals of time.

The Housing Authority 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 Housing Authority's eligibility criteria and all household members must conform to eligibility relating to a debt to the Housing Authority and home finance schemes administered by the Housing Authority.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

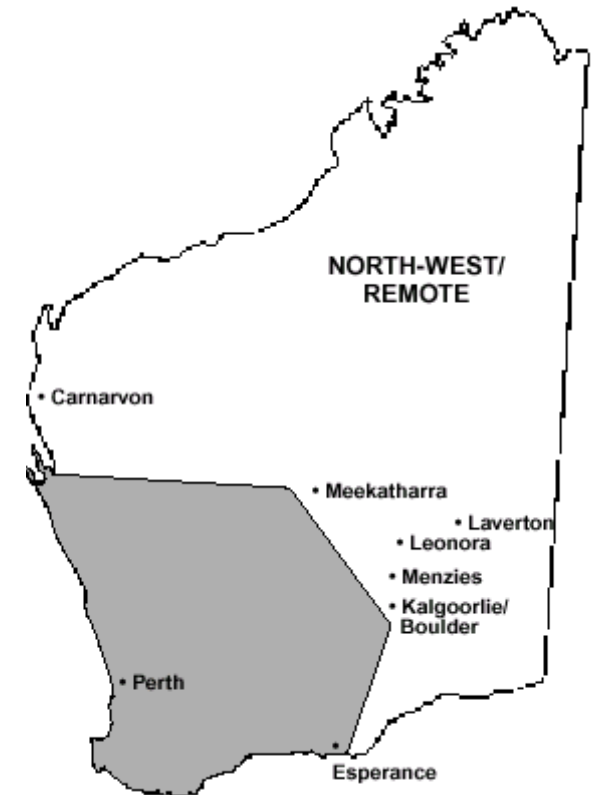
1. Applicants for public rental housing must have an income that falls within the Housing Authority's current income limits, which is assessed on a gross weekly (before tax) basis. Applicants, partners and/or co-applicants must be eligible at the time of application, while on the waiting list and before 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 Housing Authority 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 s8 Eligibility 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	\$1 120
4	\$815	\$930	\$1 150	\$1 320



For households with more than four 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	\$1 025	\$1 180
3	\$870	\$1 000	\$1 225	\$1 400
4	\$1 020	\$1 160	\$1 440	\$1 650

For households with more than four 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

- 2.1 Regular wages or a salary will be assessed over a 3 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 \$8 250 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

- 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 3 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 they 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 Housing Authority with their Notice of 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 Housing Authority will assess eligibility. If the applicant has not retained the assessment, they can write to:

To request a copy of your tax assessment contact the Australian Taxation Office: telephone 132861 or log onto my.gov.au

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

Cont.....Income Counted When Assessing Eligibility

GUIDELINES

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

Similarly, any applicant whose circumstances have altered after 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 Housing Authority 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 Housing Authority assistance if their assessable income, **minus** care costs, does not exceed the Housing Authority income limits.

- 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

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

GUIDELINES

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 Policy.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

GUIDELINES

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
- Government ex-gratia payments.

Local Government

Department of Veterans' Affairs Allowances

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

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 Ex-gratia payments, including those paid by the Department of Veterans' Affairs, are not taken into account when assessing eligibility or rent. Income and/or interest from these payments will be included for the purpose of determining income eligibility and/or rent assessment. For example: Redress WA and F-111 lump sum payments.

3.6 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

GUIDELINES

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 Housing Authority assistance.

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 Housing Authority 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 Housing Authority's eligibility criteria relating to cash assets.

GUIDELINES

- Applicants in receipt of a wage or salary must have their employer complete the Employer Income Verification Statement or supply their last 3 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.
- Documentary proof of the value of cash assets includes a Centrelink Income Statement no more than four weeks' old, an up-to-date statement from a bank or other financial institution 'and/or evidence from a registered accountant.

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 Housing for People with Disabilities Policy may not be subject to the cash assets limit of \$100 000 (Refer to Housing for People with Disabilities Policy).

Definition of a cash asset: Cash assets refer to the financial investments of a Housing Authority client and any income derived from them and includes:

- deposits in a bank, credit union, building society, savings/cheque account, cash, term deposit and shares
- friendly society and insurance bonds, managed investments such as loans, debentures, 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 must have an income that meets the Housing Authority's eligibility criteria when turn reached for assistance.

GUIDELINES

- cash assets do not include a client's car, antique furniture, stamp collection or life insurance policies
- Superannuation and annuities that are not accessible are not assessed but any annual income/return/dividend received is 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 (e.g. 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: Individuals serving a jail sentence, refugees, supported migrants.

ELIGIBILITY RELATING TO THE INCOME OF APPLICANTS

POLICY

GUIDELINES

Income of Other Household Members

- | | |
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| <p>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.</p> | <p>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 Housing Authority assistance except in relation to a debt to the Housing Authority.</p> <p>Their income is included as part of gross household income for the purpose of calculating rental payments.</p> <p>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.</p> <p>8.3 Partner's Income</p> <p>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.</p> |
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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

- 9.1 See s13 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 Housing Authority 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

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 Housing Authority 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 e.g. 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 Housing Authority may permit continuing ownership or joint ownership of property or land...

16. Applicants already housed in social housing or government funded accommodation are not eligible for Housing Authority assistance.

GUIDELINES

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

16.1 Social housing includes properties managed by Community Housing Organisations and providers.

16.2 Discretion may be applied where:

- Circumstances warrant the applicant being placed on the Housing Authority's priority waiting list. This may occur where the community housing tenant demonstrates an urgent need that the community housing provider is unable to meet (see Priority Assistance Policy and Discretionary Decision Making Policy).

16.3 Tenants of Community funded housing in Aboriginal Communities or country towns may apply for Housing Authority assistance and remain in the Community property until the Housing Authority can provide assistance. In circumstances including where the tenant lives in a Community more than 50km from the nearest town and needs to relocate.

ELIGIBILITY RELATING TO THE AGE OF APPLICANTS

POLICY

GUIDELINES

- | | |
|---|---|
| <p>17. Applicants must be at least 16 years of age, with no upper limit on age.</p> <p>18. A senior is classified as being 55 years or above or is the spouse of such a person.</p> | <p>17.1 Applicants under the age of 18 will be referred to support services, where appropriate.</p> <p>17.2 Applicants between 16 and 18 years, who have a disability and have accommodation supports, should be referred to Housing Programs Directorate.</p> <p>18.1 This is based on the definition of the <i>Retirement Villages Act (1992)</i></p> <p>18.2 Where possible, applicants under 55 years of age should be listed for family or singles accommodation.</p> <p>18.3 Where local authority R codes require occupants of seniors' accommodation to be of a specific age, the Housing Authority will conform to the requirements.</p> |
|---|---|

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

POLICY

GUIDELINES

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

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.

19.3 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 Housing Authority will accept POI documents sent through the mail.

20.1 While original documents are acceptable when sent through the mail, because of the valuable nature of the documents, the Housing Authority 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 Housing Authority mail room receiving POI documents will observe the following procedure:

- the original 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

GUIDELINES

Cont.... Documents Sent by Mail

- they will be returned to the applicant by registered post on the same day, and
- photocopies and stamped copies of POI documents will be attached to the application and forwarded to the relevant applications section.

Applicants Born Overseas

21. Applicants may tender documents from and in the language of their country of birth.
- 21.1 These are unacceptable unless accompanied by an original 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 stamped photocopies of the other language document must be placed on file.

Aboriginal and Torres Strait Islander Applicants

22. Where feasible, Aboriginal or Torres Strait Islander applicants will furnish the same POI as other applicants.
- 22.1 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 (e.g. a doctor) or elder who is able to confirm identity.

Identity Not Established

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

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

POLICY

GUIDELINES

POI For Subsequent Applications

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

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

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 (current)
- Certificate of Australian Citizenship
- Citizenship papers
- Overseas passport (current) stamped for entry to Australia
- Original Australian Birth Certificate for applicant or applicant's children
- Original Australian birth extract for applicant or applicant's children
- Document of identity issued by Department of Foreign Affairs
- Current Western Australian Working with Children Card.
- Child or partner's original death certificate issued by a government department which shows the applicant's name
- Australian Armed Services discharge documents
- Previous Housing Authority 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

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 Order
- Taxation assessment notice
- Life Insurance policies
- Change of Name Certificate (via the Registry of Births, Deaths and Marriages) more than 12 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.

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

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 current 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 Licence, learner's permit, provisional license or Department of Transport photo card 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 Certificate 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

Category D

Category D documents are those which are NOT ACCEPTABLE to the Housing Authority 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.

- 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 Licence
- Video Club membership
- Sporting awards
- Social Club membership
- Youth Hostel card
- Hospital outpatient's card
- Airline ticket.

ELIGIBILITY RELATING TO APPLICANTS WITH A DEBT TO THE HOUSING AUTHORITY

PREAMBLE

Many tenants who make application for further public rental housing assistance have debt from a previous Housing Authority assistance. The previous assistance will be from 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 Housing Authority requires applicants to repay the debt before housing assistance is given. Discretion is available for applicants with extenuating circumstances (example: Family Violence). See Discretionary Decision Making Policy.

It must be appreciated that if some tenants do not pay their debt to the Housing Authority, 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 Housing Authority 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 Housing Authority 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 Housing Authority 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 Housing Authority 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

- 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 HOUSING AUTHORITY

POLICY

GUIDELINES

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 housing assistance. The Applicant to be advised and may make an 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 Housing Authority 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 Housing Authority have failed.

- 28.1 See s26.1.
- 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 Housing Authority, 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 HOUSING AUTHORITY

POLICY

GUIDELINES

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 Housing Authority and will not preclude housing assistance being offered by the Housing Authority.

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 Housing Authority 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 AN UNSATISFACTORY HISTORY WITH THE HOUSING AUTHORITY

POLICY

Refusal of Housing Assistance

32. The Housing Authority has the power and authority to refuse any application for housing assistance. This is pursuant to section 15(2) (e) of the *Housing Act 1980*.

The term 'applicant' under this policy refers to the applicant, their partner or a household member listed on the application.

GUIDELINES

- 32.1 Where an applicant has a public housing tenancy history of disruptive behavior, using the premises for an illegal purpose, debt, property damage, poor property standards, property abandonment or other tenancy breaches, the application will be referred to a Housing Authority manager for assessment.
- 32.2 The applicant will be offered an interview to discuss any changes in their current circumstances which will be considered before the final decision being made by the manager.
- 32.3 The Housing Authority reserves the right to refuse housing assistance to any applicant who has acted in a violent or threatening manner towards Housing Authority staff performing their duties.
- 32.4 Housing assistance will be refused to any applicant who has previously been convicted of an offence amounting to the operation, or the intent to operate, a drug laboratory from public housing premises.
- 32.5 Housing assistance may be refused to any applicant who has been charged or convicted of intentionally or negligently causing or permitting significant damage, including by fire, to a Housing Authority property.
- 32.6 Based on an assessment of the applicant's unsatisfactory history with the Housing Authority, a manager may decide to grant conditional housing assistance.
- 32.7 Transfer applicants are subject to the Housing Authority's Transfer Policy and *Residential Tenancies Act 1987*.

ELIGIBILITY RELATING TO AN APPLICANT WITH AN UNSATISFACTORY HISTORY WITH THE HOUSING AUTHORITY

POLICY

Conditional Housing Assistance

33. The Housing Authority can place an applicant under management assessment with housing assistance being subject to the applicant complying with specific conditions.

GUIDELINES

- 33.1 These conditions may include but are not limited to:

Before being housed:

- Entering into and maintaining debt repayment arrangements through direct deduction or a bill paying service until the repayment target is reached. If eligible, the applicant should enter into the Housing Authority's Debt Discount Scheme.
- Maintaining a successful tenancy for a continuous 12 month period in a private rental or National Affordable Housing Agreement (NAHA) accommodation.

When housed:

- Participation in the Housing Authority's Support and Tenant Education Program (STEP).
- Fixed term tenancy agreement for 3 or 6 months.

- 33.2 Applications placed under management assessment will be reviewed by Management. Applicants not meeting the specified conditions will have their application for housing assistance withdrawn.

- 33.3 Where application approval is subject to specified conditions being met, upon meeting those conditions the applicant will be offered a fixed term tenancy for 3 or 6 months.

A tenant not adhering to conditions or complying with their obligations under the *Residential Tenancies Act 1987* and their Tenancy Agreement with the Housing Authority will not have their tenancy renewed.

ELIGIBILITY RELATING TO A BANKRUPT APPLICANT

PREAMBLE

- Housing Authority customers, who have made application for bankruptcy which includes a debt to the Housing Authority for rental assistance or Bond Assistance Loan (BAL), and who apply for housing 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

GUIDELINES

Proof of Bankruptcy

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| 34. The Housing Authority requires documentation from the Insolvency and Trustee Service, as proof of bankruptcy. | 34.1 Undischarged bankrupts must provide their pink card.
34.2 Discharged bankrupts must provide their Discharge Certificate. |
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Lodgement of Claim by the Housing Authority

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| 35. When a customer with a debt to the Housing Authority makes application for bankruptcy, a proof of debt claim will be lodged with the Official Receivers Office. | 35.1 The minimum amount submitted to the Insolvency and Trustee Service (ITSA) for write-off is \$50. |
|---|---|

ELIGIBILITY RELATING TO OTHER CRITERIA

POLICY

GUIDELINES

Principal Place of Residence

36 Applicants must reside in the allocated property as their principal place of residence.

36.1 See Tenancy Management Policy - Absence from the Property and Housesitting.

Different Region

37. Applicants must be eligible for the region in which they are residing at the time of application even when the application is for a different region for which they may be currently ineligible.

37.1 Applicants must satisfy the eligibility requirements of the region of choice at allocation. Example: an applicant residing in a region covered by the North West and Remote income criteria for which they are 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.

Housing Authority Staff Member, Friends or Relatives

38. Employees of the Housing Authority who are eligible for public rental housing may make application for assistance, but their application must be approved by the Housing Authority's Executive, before an allocation.

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

38.2 Before 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.

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

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

39.1 Staff must pass the administration of the Housing Authority service for a relative or friend to a senior officer if there is any likelihood of a perception of a conflict of interest.

39.2 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... Housing Authority Staff Member, Friends Or Relatives

People Required to Prove Eligibility

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

Eligibility Regarding Household Types.

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

GUIDELINES

- 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 Housing Authority employees must be authorised by regional management (see s6.3 Maintenance Policy Manual).

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

40.2 See also – Definition of other household members, and Eligibility Relating to Applicants with a Debt to the Housing Authority Policy.

41.1 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

GUIDELINES

Cont...Eligibility Regarding Household Types.

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).

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

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

Appeal Regarding a Housing Authority Decision Relating to Eligibility for Assistance.

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

43.1 See Housing Authority Appeals Mechanism.



Government of **Western Australia**
Housing Authority

WAITING LIST

MANAGEMENT

POLICY

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

POLICY

GUIDELINES

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.
- 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 Housing Authority.
 - 2.4 Applicants with a debt – Refer to the Eligibility Relating to Applicants with a Debt to the Housing Authority Policy.

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.
- 3.1 Applicants who 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 Housing Authority.

WAITING LIST MANAGEMENT POLICY

POLICY

GUIDELINES

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

5. Applicants who 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.

3.2 Applicants who declare themselves to be ineligible during the Annual Housing Application Review process are required to provide documentary proof so the Housing Authority 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 who do not declare their eligibility on the Annual Housing Application Review form and cannot be contacted will have their housing application withdrawn

4.3 Where the Housing Authority cannot contact applicants who 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 Housing Authority is unable to contact the applicants to determine their ongoing eligibility, the application will be withdrawn.

WAITING LIST MANAGEMENT POLICY

POLICY

GUIDELINES

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.

7.1 If a partner and/or co-applicant were 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.

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.

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.

Withdrawn Applications

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

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

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 6 months.

WAITING LIST MANAGEMENT POLICY

POLICY

GUIDELINES

Reinstatement of Applications

10. Applications that have been withdrawn may be reinstated and will be given the benefit of the original listing date.

10.1 Applications that have been withdrawn may be reinstated due to a successful appeal through the Housing Authority's Appeals Mechanism or by a Manager Client Services, Manager Housing Services or an Area Manager, in the event an appeal has not been formally lodged.

10.2 Whether an application is reinstated will depend on the reason it was withdrawn, the length of time it has been withdrawn and the individual circumstances of the applicant.

Examples of reasons for reinstatement include, but are not limited to:

- mail incorrectly addressed
- mail never received – the benefit of the doubt should be given when:
 - an applicant claims that they have not changed address; yet did not receive mail
 - an applicant did change address, received bond assistance and believed that details on the rental application would be updated
- Compassionate grounds which occurred at the time mail was sent that may have caused the applicant not to respond, including:
 - personal or family tragedy
 - illness or medical condition
 - disability
 - literacy or language problems
 - frequent changes of address due to the need to find temporary accommodation.

10.3 Applicants are responsible for keeping their contact details (address and phone number) up to date and must respond to the Housing Authority when contacted. If an applicant does not respond to the Annual Housing Application Review their application will be withdrawn.

WAITING LIST MANAGEMENT POLICY

POLICY

GUIDELINES

11. An applicant, partner and/or co-applicant must provide current proof of income and assets to meet the Housing Authority's eligibility criteria before their application can be reinstated.

Past Turn for Assistance

12. 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.
13. 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

Changes During the Waiting Period

14. Applicants must advise the Housing Authority of any change of circumstances while waiting for assistance.

- 10.4 Applications that have been withdrawn for more than two years should not be reinstated as applicants are contacted during the Annual Housing Application Review process.
- 10.5 Where an application has been withdrawn and is not reinstated, any application following this will not have the benefit of the earlier listing date.
- 10.6 Applications that have been withdrawn by the applicant or the Housing Authority are destroyed after 3 years, in accordance with the Housing Authority's Recordkeeping Plan required under the *State Records Act 2000*.
- 11.1 Where an applicant, partner and/or co-applicant do not meet the Housing Authority's eligibility criteria their application will remain withdrawn and cannot be reinstated.

- 12.1 In considering reasons for re-instating applications past turn reached for assistance, all circumstances should be taken into account.
- 12.2 See Allocations Policy.

- 14.1 E.g. change of address, name, family size, transfer to different region, need for priority assistance.
- 14.2 Unclaimed mail or the failure to respond to mail will result in the application being withdrawn.

WAITING LIST MANAGEMENT POLICY

POLICY

GUIDELINES

15. Applicants who leave Western Australia for longer than 6 months are withdrawn.

Applicant With a Prior Debt to the Housing Authority

16. Refer to the Eligibility Relating to Applicants with a Debt to the Housing Authority Policy.

Status of Application

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

14.3 Changes of address may be notified by:

- A letter of advice from the applicant
- The completion of a change of address form from the Housing Authority
- By telephone (this should be acknowledged in writing)
- All such information received should include the old and new address.

17.1 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.

17.2 Applicants will need to be advised of the lack of preferred accommodation in each region.

17.3 The region to which the applicant is transferring must be advised of any debt associated with the transferred application.

Community Housing Applicants

18. Applicants who 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.



Government of **Western Australia**
Housing Authority

ALLOCATIONS

POLICY

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

GUIDELINES

Eligibility

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| <p>1. An applicant must be eligible on all categories before the offer of housing is made. If the applicant is no longer eligible the application will be withdrawn.</p> | <p>1.1 See Eligibility Policy.</p> <p>1.2 The Manager Client Services, Manager Housing Services or Area Manager can approve the deferment of the allocation of a property (see s 11 and 12 Allocations Policy).</p> |
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Applicants with an Interest in Residential Property

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| <p>2. Applicants with an interest or joint interest in residential property are not eligible for the Housing Authority's assistance.</p> | <p>2.1 Examples where an applicant owning private property can be allocated accommodation on compassionate grounds:</p> <ul style="list-style-type: none">• An applicant experiencing difficulties in a property settlement due to marital breakdown.• An application escaping family violence• Existing home unsuitable due to disability <p>2.2 See also Eligibility Policy.</p> |
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Housing Needs

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| <p>3. Accommodation will only be offered which is in keeping with medical/paramedical advice that the applicant has provided</p> | <p>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</p> |
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ALLOCATIONS POLICY

POLICY

GUIDELINES

Family Size

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| <p>4. An applicant will be allocated accommodation containing the number of bedrooms to match family size.</p> | <p>4.1 Single person (under 55) – 1 bedroom flat, bedsitter, 1 bedroom townhouse.</p> <ul style="list-style-type: none"> • Lodging house accommodation will only be allocated to persons requesting this type of accommodation or through the Homeless Advisory Service. <p>4.2 Single person (senior, 55 years and over) – bedsitter, 1 bedroom flat, 1 bedroom townhouse, 1 bedroom duplex, lodging house accommodation.</p> <p>4.3 Couples (senior) the same allocation as for singles (senior), excluding bedsitter accommodation (see Also s4.18).</p> <p>4.4 Couples and sharers (no children) - 1 or 2 bedroom accommodation of any type. Number of bedrooms will be dependent upon demand and turnover (see Also s4.18).</p> <p>4.5 Family, single parent, 1 child –2 bedroom accommodation (but 3 bedrooms may be allocated depending on housing stock/demand).</p> <p>4.6 Family, single parent, 2 children - 2 or 3 bedroom accommodation, depending on gender of children and housing stock/demand.</p> <p>4.7 Family, single parent, 3 children - 3 bedroom.</p> <p>4.8 Family, single parent, 4 children and above - bedroom allocation will depend upon gender of children.</p> <p>4.9 Where there is limited or no demand, applicants may be allocated accommodation in excess of their entitlement and general eligibility.</p> |
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ALLOCATIONS POLICY

POLICY

Cont.....Family Size

GUIDELINES

- 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.
- 4.13 A relationship between 2 adults applying to share will only be recognised when declared as such by the applicants.
- 4.14 Applicants with children up to 6 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 Housing Authority 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: Aboriginal people, who frequently care for grandchildren (see also Cultural Diversity and Language Services Policy).

ALLOCATIONS POLICY

POLICY

Cont.....Family Size

GUIDELINES

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.

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 s4.9).

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.

Seniors (55 and over) may be allocated 2 bedroom accommodation this will be dependent 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.

ALLOCATIONS POLICY

POLICY

GUIDELINES

Cont.....Family Size

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. Applicants with a Prior Debt to the Housing Authority

5.1 See Eligibility Policy.

Previous Tenancy History

6. Where a tenant has substantiated breaches of tenancy from previous assistance, they may be required to wait longer than usual for assistance while the debt is repaid or a suitable property is located.

6.1 Breaches (e.g. Debt or nuisance behaviour) must be documented on file.

6.2 See Eligibility Policy.

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

7.1 Contact should be made, preferably while the property is still occupied or under maintenance, to facilitate early occupation. (Under the *Residential Tenancies Act 1987*, tenants must give 21 days' notice of intention to vacate and the landlord may show premises to prospective tenants during this time).

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.

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.

7.4 If the letter is returned "marked return to sender", the application is withdrawn.

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 14 days in the country. Failure to respond to this correspondence will result in the application being withdrawn (see Waiting List Management Policy).

ALLOCATIONS POLICY

POLICY

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

GUIDELINES

- 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 they have 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.

ALLOCATIONS POLICY

POLICY

GUIDELINES

Formalities of The Tenancy Agreement

8. Sign-up: Guidelines for authorising officers.

8.1 Requirements under the *Residential Tenancies Act 1987*

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 Housing Authority.

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 conducted on site where possible and must be fully explained. The tenant must be advised to compare the condition of the property as recorded in the PCR with their own observations and return the signed PCR to the Housing Authority within 7 days of receiving it. If not received by the Housing Authority within 7 days, it is regarded that the tenant accepts the report as a true and accurate description of the condition of the premises.

ALLOCATIONS POLICY

POLICY

Cont.....Formalities of The Tenancy Agreement

GUIDELINES

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 Housing Authority 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 Housing Authority offices

8.9 Under the *Residential Tenancies Act 1987*, in the first instance at sign up, the tenant is only obliged to pay two weeks' rent. The interval of rental payments (e.g. weekly, fortnightly) after the initial payment must be negotiated at sign up and documented.

At the time of signing-up for a tenancy the Housing Authority 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

GUIDELINES

Cont.....Formalities of The Tenancy Agreement

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 Housing Authority 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 and Language Services Policy.

8.16 Applicants with Literacy Problems, Intellectual or Physical Disabilities e.g. sight or hearing impaired.

If applicants have difficulties understanding their responsibilities, they should be encouraged to bring an advocate with them.

8.17 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 s10 for definition of **Valid Decline**).

GUIDELINES

- 8.18 The signing of the documentation should be undertaken on site where possible.
- 8.19 Details regarding next of kin must be requested. (There is no obligation on behalf of the tenant to provide these).
- 8.20 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).
- 8.21 The tenant must be given instructions on how to perform a push button test of an RCD. The Office of Energy Safety recommends that the tenant perform the test on a 3 monthly basis.
- 8.22 The tenant must be given instructions on how to perform a push button test of a smoke alarm. The Department of Fire and Emergency Services recommends that the tenant perform the test on a monthly basis.
- 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 (e.g. 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 s9 to s12.1 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

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 far from transport if reliant upon public transport.
- Too far from employment, particularly if reliant on public transport.
- Too far from family if there is a demonstrated need for support.
- Too close to known person/s who would be troublesome to the applicant e.g. family violence, feuding between families/groups.

10.3 Unsuitable Accommodation Type

Examples:

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

ALLOCATIONS POLICY

POLICY

Cont.....Valid Decline

GUIDELINES

10.4 Changed Circumstances

The applicant may not have advised the Housing Authority of altered circumstances after 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 Housing Authority 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

GUIDELINES

Deferment of an Allocation

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| <p>11. An applicant who is unable to accept a property offer due to extenuating circumstances may request a one off deferment of up to a maximum of 6 months. Decisions about the granting of a deferment are to be made by the Manager Client Services, Manager Housing Services or Area Manger</p> | <p>11.1 Examples of extenuating circumstances include, but are not limited to:</p> <ul style="list-style-type: none">• Hospitalisation of applicant• Applicant recovering from serious illness or injury• Recent death of a member of applicant's immediate family• Applicant serving a jail sentence• Applicant awaiting the outcome of a visa or residency application• Unresolved application for Disability Service Commission support. <p>11.2 Applicants requesting a deferment may be required to provide proof to support their request.</p> |
| <p>12. An applicant who remains unable to accept a property or is ineligible for assistance after the end of the deferment period will have their application withdrawn.</p> | <p>12.1 Applicants may submit a new application if they still require assistance.</p> |



Government of **Western Australia**
Housing Authority

APARTMENT

ALLOCATION

POLICY

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

1. 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 *Residential Tenancies Act 1987* by the applicant (private or the Housing Authority).

GUIDELINES

1.1 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.

1.2 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

GUIDELINES

Deferral of an Allocation

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

Under-Occupancy

3. 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

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

- 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.

1.3 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.

- 2.1 See s11 and s12 Allocations Policy.

- 3.1 Examples:

- A single person may be allocated 2 or 3 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.



Government of **Western Australia**
Housing Authority

TENANCY

MANAGEMENT

POLICY

TENANCY MANAGEMENT POLICY

PREAMBLE

This section deals with policies relating to the occupation of the Housing Authority's 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 Housing Authority will take legal action to recover its property within the provisions of the *Residential Tenancies Act 1987* and reserves the right to withhold future housing assistance.

Continued public housing assistance is subject to a tenant's ongoing eligibility. If a tenant becomes ineligible for public housing, the Housing Authority may commence action to terminate the tenancy agreement. Tenants who are eligible for public housing may be required to relocate to an alternative public housing rental property if the Housing Authority wishes to recover the property they currently occupy for a specific reason.

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 Housing Authority 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 Housing Authority 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 *Residential Tenancies Act 1987*.
- 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

GUIDELINES

Major Responsibilities of a Tenant

General

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| <p>1. A tenant must abide by the conditions of the Tenancy Agreement and the <i>Residential Tenancy Act 1987</i> if continuation of the tenancy is to be assured.</p> <p>2. A tenant must honour his/her financial responsibilities pay the rent payments as agreed and advise the Housing Authority immediately of any increase in household income of \$10 per week or more.</p> <p>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.</p> <p>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</p> | <p>1.1 It is a principle of the <i>Housing Act 1980</i> that people in public rental housing shall have security of assistance, subject to the fulfilment by the tenant of the tenancy conditions.</p> <p>2.1 This includes additional household occupants, where those persons are in receipt of an income.</p> <p>2.2 Rental payments are made by either:</p> <ul style="list-style-type: none">• Centrelink (CLADD) for pension and beneficiary recipients• Direct Bank Debit or direct deduction from salary• The Housing Authority Card. <p>2.3 All rental payments must be at least one payment in advance.</p> <p>4.1 A tenant is responsible for the actions and behaviour of visitors to the property.</p> <p>4.2 Nuisance is defined as disruptive behaviour which substantially interferes with one or more neighbour's use or enjoyment of their premises.</p> |
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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

- 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 The tenant is responsible for regularly testing safety devices and for advising the Housing Authority immediately if a smoke alarm, RCD or any other safety device 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 they intentionally or recklessly causes damage to the premises or to any neighbouring premises.
 - Factors to consider when assessing Tenant Liability: fair wear and tear, accidental damage and damage caused by family 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 Housing Authority 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 Housing Authority with the report number and the tenant has taken reasonable precautions to prevent visitors from doing damage.
 - The Family Violence Policy should be referred to in situations where family 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 Housing Authority.

Householders and Visitors

11. Any person who resides at a public housing property and is not a signatory to the Tenancy Agreement is considered a householder, unless they meet the definition of a visitor.
12. A visitor is a person who has a primary place of residence other than the public housing property and stays at the public housing property for no more than 8 consecutive weeks.

GUIDELINES

- 9.1 Unknown persons committing offences such as vandalism or breaking and entering.
- 9.2 Where a property is abandoned, the ex-tenant will be responsible for any damage, including vandal damage, until the Housing Authority has completed the Property Condition Report (PCR).
- 10.1 "Vehicles" includes a car, truck, bus, caravan, boat and motorcycle.
- 10.2 Tenants may be granted up to 6 months to remove or license a vehicle.
- 11.1 A householder will have their income assessed for rent from the date they occupied the property.
- 11.2 The Housing Authority may permit the number of occupants to exceed the maximum number allowed under the Tenancy Agreement provided the correct rent is paid, there are no cases of disruptive behaviour and/or no violations of local authority by-laws.
- 12.1 Evidence may be requested to verify that a visitor has a permanent address elsewhere.
- 12.2 If a visitor remains at the property for more than 8 consecutive weeks they will be considered a householder and have their income assessed for rent from the 9th week.

TENANCY MANAGEMENT POLICY

POLICY

Tenant Relocation

13. The Housing Authority may offer a tenant an alternative public housing rental property if the property they currently occupy is required by the Housing Authority.

Local Authority By Laws/ Strata Title Rules

14. A tenant must abide by the by-laws of the local government authority governing the area in which the property is located.

GUIDELINES

13.1 Tenants may be required to relocate to an alternative public housing rental property if the property they occupy:

- has more bedrooms than the household is entitled to under the Allocations Policy
- is required by the Housing Authority for the purpose of redevelopment
- was purpose-built or modified for a person with a disability and the modifications are not required by any member of the existing household.

13.2 The Housing Authority will pay (by reimbursement to the tenant or direct payment of an account) all reasonable relocation costs and may offer additional incentives to the tenant. See Priority Assistance Policy – Tenant Relocation.

13.3 The needs and individual circumstances of the tenant including their age and medical status will be taken into consideration by the Housing Authority when negotiating with a tenant to relocate.

13.4 If the tenant has been offered an alternative public housing rental property, the existing tenancy agreement may be terminated.

14.1 Local authorities have jurisdiction over issues such as health, rubbish disposal, parking and animals.

14.2 The local authority has jurisdiction over working from a property.

TENANCY MANAGEMENT POLICY

POLICY

15. A tenant living in a strata title complex, must abide by the rules laid down by the Strata Company.

Absence from the Property

16. The tenant must occupy the property as their principal place of residence.

17. A tenant intending to be absent from the property for a continuous period of more than one month must obtain written consent from the Housing Authority. The request must be made in writing at least one month before the intended absence.

Housesitting

18. The Housing Authority may give a tenant permission to have a housesitter look after their property for a maximum continuous period of up to 6 months.

GUIDELINES

- 14.3 Approval to work or run a business from home must be obtained from the local authority. Written permission to work or run a business from home must also be given by the Housing Authority.

- 14.4 The Housing Authority will support any action initiated by a local authority against a tenant.

- 15.1 A copy of the strata company rules must be given to the ingoing tenant at sign-up.

- 16.1 A tenant will be considered to not occupy the property as their principal place of residence if, without the written consent of the Housing Authority, they are absent from the property for:

- A continuous period of more than one month, or
- Any periods, which in total exceeds three months of a continuous 12 month period.

- 17.1 If consent for absence is given the tenant must:

- Provide the Housing Authority with their contact details, and
- Ensure that all conditions of their tenancy agreement, including the payment of rent and other charges, are met for the entire period of absence.

- 18.1 A housesitting arrangement may be approved in extenuating circumstances, assessed on a case by case basis, including but not limited to:

- incarceration
- being held on remand awaiting sentencing or trial

TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES

Cont.....Housesitting

- health reasons (including hospitalisation or undertaking rehabilitation)
 - family or cultural reasons
 - undertaking work, study or training within Western Australia (for tenants living in remote/country areas of the state only).
- 18.2 The tenant must request permission in writing from their Housing Services Officer one month in advance of their absence from the property to allow a housesitter to look after their property. The tenant must provide documented evidence to support their request.
- 18.3 A housesitting arrangement will not be approved where the tenant and/or the housesitter have an unsatisfactory tenancy history with the Housing Authority, including but not limited to:
- debt
 - history of eviction
 - previous history of illegal use of premises
 - prior substantiated complaints of disruptive behaviour.
- 18.4 Even if the housesitter and the tenant satisfy the housesitting requirements, the Housing Authority may, in its absolute discretion, refuse to grant permission for a housesitting arrangement.
- 18.5 The Housing Authority's tenant remains the legal tenant and is responsible for property standards and all other obligations of maintaining the tenancy in accordance with the requirements of their tenancy agreement.
- 18.6 The housesitter does not have to satisfy the Housing Authority's eligibility criteria but they must be suited to the dwelling type (e.g. only seniors can live in seniors' accommodation). See Allocations Policy.
- 18.7 The tenant reserves the right to be able to return to the property at any time and resume immediate occupancy.
- 18.8 Subject to agreement by the tenant, a housesitter may continue to reside as a householder when the tenant returns. In this case, a new rent assessment will be required and backdated to the date that the tenant returned.
- 18.9 The housesitter has no right to take over the tenancy if the tenant does not return.

TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES

Cont.....Housesitting

19. A housesitter is a person who “occupies” a public housing property for no longer than 6 months and provides security and access to the property when required by the Housing Authority while the tenant is absent.
20. The tenant is responsible for maintaining all payments related to the tenancy during the period of approved housesitting.
- 18.10 A housesitter is not considered a visitor even when a housesitting arrangement is less than eight weeks.
- 19.1 A person is considered a housesitter only when the tenant is absent from the property during a period of approved absence by the Housing Authority.
- 20.1 The tenant must continue to pay the same amount of rent they were paying prior to the housesitting approval (either 25% of the assessable household income or the market rent, whichever is the lower amount).
- 20.2 The housesitter will not be charged rent by the Housing Authority during a period of approved housesitting.
- 20.3 The income of the housesitter will not be included in the rent assessment.

Subletting

21. Housing Authority tenants are not permitted to sublet their public housing property at any time. A subletting request will not be approved by the Housing Authority.
- 21.1 Subletting is to lease or rent all or part of a leased or rented property to another person.

Incarcerated Tenants

22. A tenant sentenced to a term of imprisonment, for which the minimum period to be served is six months or greater, will be considered to have ceased to occupy the property.
- 22.1 The tenant will be considered to have ceased occupying the property from the date the sentence is ordered.
- 22.2 The Housing Authority will commence action to recover the property.
- 22.3 If the tenant has a partner who is not a co-tenant, the tenant can request for the partner to be added as a tenant.
23. A tenant imprisoned for less than six months may be absent from the property for the term of imprisonment with the written consent of the Housing Authority.
- 23.1 The tenant must request the consent of the Housing Authority within 14 days of imprisonment.
- 23.2 The tenant may request the consent of the Housing Authority to have someone housesit the property while they are in prison, in accordance with the Tenancy Management Policy – Housesitting. The Housing Authority may grant consent with or without conditions.

TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES

- 23.3 If consent for the absence is given, the tenant must provide the Housing Authority with their contact details and ensure that all conditions of their tenancy agreement, including the payment of rent and other charges, are met for the entire period of absence, regardless of whether there is a housesitting arrangement in place.
- 23.4 The tenant will be deemed to be receiving the statutory benefits they would otherwise be entitled to for the purpose of determining rent for the period of imprisonment. See Rent to Income Policy.
- 23.5 Where the tenant has a partner or co-tenant as part of the tenancy agreement, the partner or co-tenant will be required to submit a new rent assessment form.

Illegal Occupation

24. Where a property is found to be occupied by another person while the tenant is away and without the Housing Authority's permission it will be considered illegally occupied and the tenant will be in breach of the terms of their tenancy agreement. The Housing Authority will charge the legal tenant(s) Market Rent for the period of the illegal sublet of the property.

- 24.1 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.
- 24.2 If the legal tenant cannot be contacted or does not return to the property it will be treated as illegally occupied and action will be taken to remove the illegal occupant.
- 24.3 The legal tenant is responsible for any damage to the property, rent arrears and water consumption charges including legal costs to recover the property.
- 24.4 Confirmation in writing should be obtained from the illegal occupant on the circumstances of the sublet to confirm why they are occupying the property and the whereabouts of the legal tenant.

Improvements or Additions to a Property and Reimbursement

25. A tenant may apply to the Housing Authority requesting permission to make improvements or additions to their public housing rental property.

- 25.1 Reasons for application may be security (e.g. enclosed back veranda), medical (e.g. bathroom modifications for disabled tenant), or quality of life (e.g. bedroom additions). If there are any doubts, this should be referred to regional management for a decision.

TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES

Cont.....Improvements or Additions to a Property and Reimbursement

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| <p>26. Where a tenant makes additions to a property at his/her own expense, but on Housing Authority land in order to house another person/s, the other person/s are regarded as other household members for the purpose of rental assessment.</p> | <p>25.2 Tenants may request to carry out the improvements/additions at their own expense or request that the cost be met by the Housing Authority.</p> <p>25.3 Improvements/additions undertaken by the Housing Authority are subject to a satisfactory tenancy history and availability of funds.</p> <p>25.4 Tenants requesting Housing Authority permission to undertake their own improvements/additions must have written approval from all applicable governing bodies (e.g. local council) and provide copies to the Housing Authority.</p> <p>25.5 A transfer may be considered an option where urgent modifications are required.</p> <p>25.6 The cost of removal of sub-standard improvements/additions will be charged to the tenant as tenant liability.</p> <p>25.7 As of 28 March 2016 the Housing Authority does not permit the installation of swimming pools and/or spa pools which can hold water greater than 300mm in depth.</p> <p style="padding-left: 20px;">Tenants who received written consent from the Housing Authority before this date will only be required to remove the swimming pool and/or spa pool (including safety barriers):</p> <ul style="list-style-type: none"> • At the end of the structural life of the swimming pool and/or spa pool • Before vacating the property • If they fail to comply with legislative, local council or Housing Authority requirements. <p>25.8 Tenants who received written consent from the Housing Authority before 28 March 2016 to install a swimming pool and/or spa pool will not be permitted to replace the swimming pool and/or spa pool at the end of its useful/structural life.</p> <p>26.1 Example: a granny flat.</p> |
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TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES

Cont.....Improvements or Additions to a Property and Reimbursement

27. There will be no reimbursement unless the Housing Authority 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.

27.1 The only exception is the installation of security screens. Reimbursement of this item may be approved subject to funding and Executive approval (see Family Violence Policy).

27.2 Any reimbursement must be offset against any outstanding debts to the Housing Authority at finalisation and funds being available.

Surveillance Devices

28. A tenant wishing to install a surveillance device, at their expense, must seek approval from the Housing Authority. The Housing Authority reserves the right to approve or decline a tenant's request to install and/or the ongoing use of a surveillance device.

28.1 Tenants must comply with the *Surveillance Devices Act 1998*.

28.2 A surveillance device must not be directed at, or be able to view other people's private premises including doorways, windows, balconies or entrances or observe private activities or conversations.

28.3 A breach of the *Surveillance Devices Act 1998* is an offence and may result in action being taken by the Police.

28.4 A tenant found to be operating a surveillance device without the required approval and/or in an illegal manner will place their tenancy at risk.

Transfer of a Tenancy Agreement

29. Where a joint tenancy ends due to the death or departure of a co-tenant, the tenancy can be transferred into the names of the remaining signatories to the tenancy agreement.

29.1 Where a joint tenancy ends due to the death of a co-tenant, a property inspection to apportion tenant liability and the signing of a new tenancy agreement is not required.

29.2 Where a co-tenant vacates, a property inspection must be conducted and tenant liability apportioned at the time that the tenancy is transferred to the remaining tenant/s. A new tenancy agreement is required.

29.3 If the remaining person (or persons) is no longer eligible for the number of bedrooms in the property, the Housing Authority reserves the right to transfer that person to accommodation for which they are now eligible (see also Tenant Eligibility Policy).

29.4 Where the tenancy was a family relationship, the party with the custody of the children is regarded as the legal tenant.

TENANCY MANAGEMENT POLICY

POLICY

Cont.....Transfer of a Tenancy Agreement

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

Pets

31. Tenants may have a cat or dog only if the property has an enclosed, non-communal yard and if the relevant Acts, Regulations and local government by-laws are not contravened.

GUIDELINES

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

30.2 The Housing Authority 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 Housing Authority.

31.1 Tenants are not permitted to keep a dangerous dog (restricted breed). These breeds are listed in the *Dog Regulations 2013* as Dogo Argentino, Fila Brasileiro, Japanese Tosa, American Pit Bull Terriers, Pit Bull Terrier, Perro de Presa Canario and any other breed of dog the importation of which is prohibited absolutely by the *Customs (Prohibited Imports) Regulations 1956*

31.2 Tenants are not permitted to keep a dog that is a mix of 2 or more breeds, where one of the breeds is a restricted breed.

31.3 Existing tenants who at 22 April 2002 owned a dog that is listed as a restricted breed may retain the dog for the life of the dog. The dog cannot be replaced by another dog listed as a restricted breed.

31.4 It is the tenant's responsibility to ensure that a dangerous dog that is either a restricted breed or declared (an individual dog that has shown itself to be aggressive and is consequently declared dangerous by a local council or its authorised agent) is kept in a child proof enclosure from which it cannot escape and from which it cannot be released without the authorisation of the person responsible for the dog. The tenant is responsible for putting up warning signs, of the type described in the *Dog Regulations 2013*, on all entrances where the dog is kept.

31.5 Failure to comply will result in the Housing Authority referring the matter to the local government for action under the *Dog Act 1976*.

TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES

Household Pests

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

32.1 This is not applicable where the infestation occurs within 3 months of occupation.

32.2 The Housing Authority is responsible for the eradication of cockroaches, fleas and vermin control in apartments, duplexes townhouse and pensioner complexes.

32.3 See R2.1.11 Pest in the Maintenance Policy Manual.

Ending of a Tenancy by Tenant or the Housing Authority

33. A tenant must give the Housing Authority 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.

33.1 The advice must be signed, stating the date that the tenant intends to vacate and supplying a forwarding address.

33.2 Pre-vacation Inspection – When the 21 days' notice is received, the Housing Authority will make arrangements to inspect the property and discuss with the tenant the vacated maintenance requirements and any estimated vacated tenant liability (see also s9.2).

34. The Housing Authority may terminate a tenancy due to a breach of the *Residential Tenancies Act 1987*.

Investigation of Complaints Against Housing Authority Tenants

35. The Housing Authority will investigate complaints by neighbours and members of the general public against Housing Authority tenants, where it appears that the tenant may have been in breach of the requirement of the Tenancy Agreement.

35.1 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.

TENANCY MANAGEMENT POLICY

POLICY

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Complaints by Housing Authority Tenants Against Neighbours

36. The Housing Authority is unable to investigate complaints by Housing Authority tenants against private owners or private rental tenants. However, if a Housing Authority tenant notifies the Housing Authority in writing of problems with neighbours, including claims of harassment and aggravation, the Housing Authority 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 Housing Authority

37. The Housing Authority 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.

38. A tenant with a debt to the Housing Authority 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 Housing Authority 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.

39. Tenants with a debt to the Housing Authority will not be assisted with property maintenance or upgrade above normal health and safety requirements

Bankruptcy of a Tenant In Occupation

40. Tenants with a debt to the Housing Authority 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 Housing Authority. Such tenants are in breach of the terms of the tenancy agreement and where a court order has been obtained before the application for bankruptcy, action to evict may continue

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

40.1 See Eligibility Relating to a Bankrupt Applicant Policy.

40.2 Bankruptcy Policy suspended May 2001.

TENANCY MANAGEMENT POLICY

POLICY

GUIDELINES

Purchase of a Rental Property

41. A tenant may make application to purchase their rental property if they are eligible.

41.1 Information and brochures regarding the Housing Authority's sales programs to be provided to tenant.

41.2 Tenants are to be advised if the property is not available to purchase. In this case, provided the tenant is eligible to purchase a property, tenant should be advised that the Housing Authority will canvass for a suitable property which it is willing to sell to the tenant.

Liquor Restricted Premises Declarations

42. A tenant may apply for a Liquor Restricted Premises Declaration to be issued for their rental property.

42.1 The Housing Authority will not apply on behalf of a tenant.

42.2 The Housing Authority will support all applications by tenants for their rental properties to be declared a liquor restricted premises.

43. The Housing Authority may apply for a Liquor Restricted Premises Declaration to be issued for:

- an entire unit complex, or
- the common grounds of a unit complex.

43.1 The decision to apply on behalf of an entire complex or common grounds of a unit complex is guided by the requirements of the Department of Local Government, Sport and Cultural Industries and is at the discretion of the Regional Manager.

Abandoned Premises

44. If a tenant is believed to have abandoned the premises, the Housing Authority may enter the premises to inspect and secure the property in accordance with the *Residential Tenancies Act 1987*.

44.1 If the Housing Authority suspects a premises is abandoned every effort will be made to contact the tenant before commencing action under the *Residential Tenancies Act 1987*.

Abandoned Goods and Documents

45. If goods and documents are left on the premises more than 2 days after the termination of the tenancy, the Housing Authority will dispose of, remove, store or sell them.

45.1 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 Housing Authority'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 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 before 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 Housing Authority 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.

The Housing Authority will take action in line with this policy in all instances. Discretion cannot be applied by regional staff. In exceptional circumstances the Executive Director Client Services may approve alternative action.

POLICY

1. The Housing Authority will investigate complaints of disruptive behaviour against public housing tenants.
2. Strikes notices will be issued against tenants where the Housing Authority 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

- 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 Housing Authority 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 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 3 strikes are issued within 12 months.

GUIDELINES

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.

ILLEGAL USE OF PREMISES POLICY

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

The Housing Authority will take immediate action where there is sufficient evidence to seek the termination of the tenancy agreement. In most circumstances legal action will commence where a tenant or any other person, given express or implied permission to be on the premises by the tenant, has been convicted of an offence that warrants termination of the tenancy agreement. In some circumstances legal action will commence before a conviction.

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.

The Housing Authority will take action in line with this policy in all instances. Discretion cannot be applied by regional staff. In exceptional circumstances the Executive Director Client Services may approve alternative action.

POLICY

GUIDELINES

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|---|---|
| <ol style="list-style-type: none">1. A tenant must not use the premises, or cause or permit the premises to be used for an illegal purpose.
2. The Housing Authority will respond to illegal activities occurring on the premises or arising out of the use of the premises in proportion to the severity of the activity.
3. The Housing Authority will apply to the court to seek the immediate termination of the tenancy agreement in response to dangerous illegal activities occurring on the premises or arising out of the use of the premises. | <ol style="list-style-type: none">1.1 This includes any illegal activity occurring on 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 Housing Authority will apply to the court to seek the termination of the tenancy agreement.<ul style="list-style-type: none">• This includes drug offences such as the unlawful sale, supply or manufacture of a prohibited drug.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 Housing Authority 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. |
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TENANT ELIGIBILITY POLICY

PREAMBLE

The Housing Authority 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 Housing Authority reviews ALL tenancies on an annual basis, to ensure continuing eligibility. Where a tenant's circumstances and their housing requirements have changed the Housing Authority 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 Housing Authority'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 Housing Authority 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 Housing Authority's Regional Officer.

TENANT ELIGIBILITY POLICY

Tenants who become ineligible after 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 Housing Authority will only allow a period of up to 6 months (except tenants residing in remote locations) 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 Housing Authority 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.

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 Housing Authority also reserves the right to take criminal action in such cases.

GUIDELINES

- 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.

- 2.1 The Housing Authority will give 60 days' notice of an increase in rent, as required by the *Residential Tenancies Act 1987*.

- 2.2 Both will be backdated to the purchase of the property.



Government of **Western Australia**
Housing Authority

RENT TO

INCOME

POLICY

RENT TO INCOME POLICY

PREAMBLE

The Housing Authority requires tenants to pay either 25% of the household income as rent or the market rent for the property.

Tenants eligible to pay rent by reference to the household income will pay no more than 25% of the household income as rent. If 25% of the household income is more than the market rent then the rent payable is the market rent.

Tenants not eligible to pay rent by reference to the household income may pay a market rent which is more than 25% of the household income.

The Housing Authority is committed to providing a rent setting method that is fair and equitable for all public housing tenants.

After 28 March 2016 any income that is regular, ongoing and provided to meet the cost of living is considered by the Housing Authority to be “assessable” and used to calculate how much rent is payable. In addition, some previously non-assessable incomes and incomes assessed at less than 25% in the rent calculation became assessable at the full 25% rate from 28 March 2016. If applicable, tenants who occupied their current rental property before 28 March 2016 will receive rent increases until they are paying 25% of the assessable household income as rent or the market rent. The rent increases will be staged with increase limits applied to reduce the impact of the changes for these tenants.

POLICY

1. Tenants are required to pay 25% of the total assessable gross (before tax) income of all household members who have reached 16 years of age as rent or market rent, whichever is the lower amount.

Any income which is regular, ongoing and provided to meet the general costs of living is considered assessable income for the purpose of calculating rent.

GUIDELINES

- 1.1 Assessable income includes:
 - “General income” - e.g. wages, salaries, superannuation, salary sacrificed amounts, child maintenance and interest from financial assets including savings
 - “Statutory Income” - e.g. pensions, benefits and allowances.
- 1.2 Assessable income is further defined as payments that:
 - are or can be received as regular fortnightly income and therefore can be planned for;
 - are ongoing and for which recipients do not need to requalify for once eligible;
 - temporarily replace a recipient’s primary form of income - e.g. Paid Parental Leave;
 - are for, or able to be used for general livings costs.

RENT TO INCOME POLICY

POLICY	GUIDELINES
2. “Non-assessable” incomes are not used in calculating how much rent is payable. The Housing Authority currently treats the following incomes as non-assessable for the calculation of rent.	<p>1.3 Household members are the tenant(s), their partner(s), dependants and non-dependants of the tenant, non-family members and boarders. Refer to the Tenancy Management Policy for information about visitors.</p> <p>1.4 Rent is determined at the time of signing the Tenancy Agreement and whenever a rent assessment is carried out.</p> <p>2.1 Any income received by a household member who is under 16 years of age or has reached 100 years of age is non-assessable for the calculation of rent. Refer to “Centenarians” for more information.</p>

NON-ASSESSABLE GOVERNMENT INCOME PAYMENTS

<p>Abstudy Pensioner Education Supplement</p> <p>AIC Pensioner Education Supplement</p> <p>Assisted and Isolated Children</p> <p>Attendant Allowance</p> <p>Austudy Education Pension Allowance</p> <p>Bereavement Payment</p> <p>Child Disability Allowance – One Off</p> <p>Clothing Allowance (DVA)</p> <p>Crisis Payment</p> <p>Dad and Partner Pay</p> <p>Decoration Allowance (DVA)</p> <p>Disaster Recovery Allowance</p> <p>DVA Disability Pension - Extreme Disablement Adjustment</p> <p>DVA Disability Pension - General Rate</p> <p>DVA Disability Pension - Intermediate Rate</p> <p>DVA Disability Pension - Special Rate</p> <p>Education Tax Refund Payment</p> <p>Emergency Payment</p> <p>Emergency Recovery Payment (including Burial Assistance, Hospital, medical and Repatriation Expenses)</p> <p>Essential Medical Equipment Payment</p> <p>Exceptional Circumstances Relief Payment</p>	<p>Ex-Gratia Payment</p> <p>FACS Pensioner Education Supplement</p> <p>Flexible Support Payment</p> <p>Funeral Expenses – One Off</p> <p>HECS or Course Fees</p> <p>Income Support Bonus</p> <p>Mobility Allowance</p> <p>Newborn Supplement</p> <p>Newborn Upfront Payment</p> <p>Orphans Allowance/Pension (DVA)</p> <p>Overseas Add-On Payment (For Child)</p> <p>Pensions Loan Scheme</p> <p>Permanent Impairment Payment (DVA)</p> <p>Prisoner of War Recognition Supplement (DVA)</p> <p>Recreation Transport Allowance (DVA)</p> <p>Remote Allowance (DVA)</p> <p>School Kids Bonus</p> <p>Special Employment Advance</p> <p>Stillborn Payment</p> <p>Student Education Payments (DVA)</p> <p>Student Start-Up Scholarship</p> <p>Veterans Supplement (DVA)</p>
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RENT TO INCOME POLICY

POLICY

GUIDELINES

3. Tenants who are not eligible to have their rent calculated by reference to income will pay the market rent for the property.

- 3.1 Tenants may be required to pay market rent if they:
- are ineligible for public housing (refer to the Tenant Eligibility Policy for information about tenants residing in the North West or remote locations and those who become ineligible after occupying the premises);
 - do not keep the Housing Authority up to date with changes to their household income;
 - do not respond to the annual income review; or
 - leave the premises for longer than 6 months.
- 3.2 Tenants paying rent under this option may pay a market rent which is more than 25% of their household assessable income.

Documentation Required for a Rent to Income Assessment

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

- 4.1 **Centrelink and Department of Veterans Affairs (DVA) pension or benefit recipients** will need to provide a Statement of Benefit from Centrelink or DVA that is not more than four weeks' old. The Housing Authority reserves the right to request such proof of a lesser period. A claim for benefit is not sufficient evidence.
- 4.2 **Wage and Salary earners** will need to provide their last 3 months' payslips if available, or alternatively have their employer complete an Employer Income Verification Statement. If payslips are provided, an average income will be determined for the rent assessment even if the payslips cover less than a 3 month period. Any variation in income will be taken into account for the rent assessment once 3 months' payslip history has been provided.

RENT TO INCOME POLICY

POLICY

GUIDELINES

- 4.3 **Overseas pension recipients** must provide proof of the pension source and amount.
- 4.4 For the purpose of determining rent, **tenants not in receipt of an income or with an income lower than the base statutory benefit** 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. 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.

Salary Sacrifice

5. Salary sacrificed payments (including superannuation contributions) are included in the total assessable income.
- 5.1 The salary sacrificed component is not deducted from the gross (before tax) income for the rent calculation.

Income from Assets

6. For the purpose of the rent to income assessment, all 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.
- 6.1 The deeming rate that is applied to the value of financial and property assets is in line with Centrelink's deeming rate for financial assets. (See Eligibility Policy for definition).

Income from Self Employment

7. 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.
- 7.1 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.

RENT TO INCOME POLICY

POLICY

GUIDELINES

- 7.2 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.
- 7.3 For the purpose of determining rent, 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.
- 7.4 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.

Lump Sum Compensation and Severance Payments

8. Tenants in receipt of a lump sum compensation or severance payment will continue to have rent assessed on the same income they received before the receipt of the lump sum payment, for the period that they are excluded from receiving a Centrelink benefit or allowance.
- 8.1 Centrelink excludes a person from receiving a benefit 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.
- 8.2 Centrelink may exclude a person from receiving a benefit or allowance for a period of time after the receipt of a lump sum severance payment. Centrelink's Unemployment Non-Payment Period may apply if a person becomes unemployed voluntarily or is dismissed by their employer due to misconduct.

RENT TO INCOME POLICY

POLICY

GUIDELINES

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

8.4 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.

Child Maintenance Payments

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

9.1 Discretion may be exercised where it can be proved that maintenance payments are not regular.

Absentee Tenant Minimum Rent

10. Tenants in sole occupation who are required to enter supported accommodation will have their rent reduced to the minimum rent of \$10 per week for a period of 3 months.

10.1 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.

10.2 Tenants who are escaping Family Violence and are residing in a Women's Refuge will have their application for Absentee Tenant Minimum Rent policy considered after a minimum of 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 a letter from the women's refuge, a copy of current violence 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 Violence Policy).

10.3 Public housing tenants are eligible for Centrelink Rent Assistance when in supported accommodation.

RENT TO INCOME POLICY

POLICY

GUIDELINES

- 10.4 A review will be undertaken at the end of 3 months. Absentee Minimum Rent can be cancelled at any time during the 3 month period if the tenant returns to the property or is found to be ineligible for the rent concession.
- 10.5 If there are other household members the rent is reassessed on their income only and no income details are entered for the tenant.
- 10.6 Tenants are to provide supporting documentation verifying that they are entering into a specific program to be entitled to Absentee Tenant Minimum Rent. Should they not remain in the program or are absent from the property for a period that is less than 3 months the Housing Authority is to be advised immediately they return to the tenancy and a new Rent Assessment Form is to be completed and submitted to the Housing Authority.
- 10.7 The tenant must advise the Housing Authority of contact address and telephone number(s) of the person(s) who will be taking care of the property during the absence period. The Housing Authority will enter into negotiations with the tenant and/or the nominated person in regard to property care and maintenance during the absence period.

Department of Veteran's Affairs (DVA) Disability Pensions

11. Tenants and other household members receiving a non-assessable DVA disability pension will have their rent assessed using the full rate of the Centrelink benefit they would otherwise be entitled to receive.
- Non-assessable DVA disability pensions:
- DVA Disability Pension - General Rate
 - DVA Disability Pension - Intermediate Rate
 - DVA Disability Pension - Special Rate (also commonly known as totally and permanently incapacitated pension)
 - DVA Disability Pension - Extreme Disablement Adjustment.
- 11.1 Where a non-assessable DVA disability pension is received either as the sole source of income or in combination with a Centrelink pension, the full Centrelink benefit rate (Age or Disability Support Pension - single or partnered rate as appropriate) is assessed for the rent calculation. The DVA disability pension is not assessed.

RENT TO INCOME POLICY

POLICY

GUIDELINES

Tenants Housing Migrants with Assurances of Support or Persons Seeking Asylum

12. A Migrant with an Assurance of Support or a person seeking asylum in Australia who is housed by a tenant is not regarded as being in receipt of a statutory income and rent will be calculated using the total assessable gross income of all other household members.

Centenarians

13. Tenants and household members reaching 100 years of age will have their income excluded from the rent calculation from the date of their 100th birthday.

11.2. The full (not partial) Centrelink benefit rate including the Energy Supplement and Pension Supplement is used for the rent calculation.

11.3. A partner of a non-assessable DVA disability pension recipient who receives a reduced Centrelink pension as their sole source of income will have the full partnered rate of Centrelink pension used for the rent calculation.

11.4. All other assessable incomes including those paid by Centrelink or DVA are included in the rent calculation.

12.1 Migrants with assurances of support or persons seeking asylum in Australia are not entitled to statutory benefit from Centrelink and are not to be confused with tenants who are eligible for Centrelink payments but do not apply for them.

12.2 Where the migrant or person seeking asylum in Australia is the partner of a single tenant who is in receipt of a Centrelink benefit, the Housing Authority will assess the tenant at the rate of income for couples, as determined by Centrelink.

12.3 Where a migrant with an Assurance of Support or a person seeking asylum in Australia is housed by a tenant, transfer to alternate accommodation in order to accommodate the increase in family size is not available.

13.1 Proof of age may be required.

13.2 The requirement for the tenant to advise the Housing Authority of any changes to the income or details of household members will remain. Rent will be calculated using the total assessable gross income of all household members excluding the centenarian (100 year old person).

RENT TO INCOME POLICY

POLICY

GUIDELINES

Changes to Household Members and/or Household Income

14. Tenants are required to advise the Housing Authority immediately if there is any change to the household composition and/or household income of \$10 per week or more by submitting a completed Rent Assessment form.
15. Tenants who do not submit a completed Rent Assessment form when required will be charged market rent.

Backdating of Rent

16. Rent charges will be backdated where the tenant's weekly household income increased by \$10 per week or more and the tenant did not advise the Housing Authority by submitting a completed Rent Assessment form.
17. The Housing Authority is not liable to repay an overpayment of rent if the tenant does not immediately advise the Housing Authority of a decrease in household income by submitting a completed Rent Assessment form.

- 14.1 Completed Rent Assessment forms submitted by tenants will be processed immediately by the Housing Authority.
- 14.2 Any rent increase will be effective from the date that the household income changed.
- 15.1 Tenants submitting a completed Rent Assessment form after the due date will have the rent subsidy, if applicable, reinstated effective from the date that the Rent Assessment form was received by the Housing Authority.
- 16.1 Rent charges will be backdated to the date that the weekly household income increased by \$10 or more.
- 16.2 Backdating rent charges for a period greater than 3 months must be authorised by a Housing Authority Manager.
- 16.3 Regional Management will consider the individual circumstances of the tenant and may exercise discretion on compassionate or medical grounds.



INDIVIDUAL

PROPERTY

MARKET RENTS

POLICY

INDIVIDUAL PROPERTY MARKET RENTS POLICY

The Housing Authority 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 Housing Authority's regional or branch office responsible for the management of the accommodation.



TRANSFER

POLICY

TRANSFER POLICY

PREAMBLE

To ensure public housing stock is utilised appropriately and meets the changing needs of public housing tenants, the Housing Authority may approve a request from a tenant to transfer to a different property or the Housing Authority may require a tenant to move a different property. Tenants wanting to transfer must meet the Housing Authority's eligibility criteria.

There are three ways by which a tenant may make application for a transfer. These include:

- **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 their most preferred zone.
- **Cross Transfer:** is a transfer that tenants organise for themselves after approval is given by the Housing Authority. 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 Housing Authority 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 and they meet the eligibility criteria for priority assistance (see Priority Assistance Policy).

The Housing Authority may relocate a tenant to an alternative public housing rental property if the property they currently occupy is required by the Housing Authority (see Priority Assistance Policy).

The Transfer Policy must be read in line with the Priority Assistance Policy, the New Living Policy and the Tenancy Management Policy.

TRANSFER POLICY

POLICY

GUIDELINES

GENERAL CONDITIONS APPLICABLE TO ALL CATEGORIES OF TRANSFER (excluding Tenant Relocation)

All Transfers

1. A tenant may transfer from one property to another, subject to meeting the relevant transfer criteria. In order to qualify for a transfer, a tenant must have no breaches of their tenancy agreement or the *Residential Tenancies Act 1987* for a period of at least 1 year prior to the transfer request.

Right of Appeal

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

Transfer Costs

3. Tenants will be required to pay all costs associated with the transfer.

- 1.1 Examples include, but are not limited to:

- no debt,
- have maintained acceptable property standards, and
- no substantiated complaints of disruptive behaviour.

- 1.2 If a tenant breaches conditions of their Tenancy Agreement or the *Residential Tenancies Act 1987* their transfer application may be withdrawn.

- 2.1 See Housing Authority Appeals Mechanism.

- 3.1 These costs may include:

- rent on both properties until keys for the previous property are returned,
- ingoing fees for the new property,
- any established tenant liability cost incurred from the previous property from which they have transferred,
- payment of water consumption and any other debts, and
- removal and Service Connection Fees at the new property.

TRANSFER POLICY

POLICY

GUIDELINES

Property Inspection and Tenant Liability

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

- 4.1 A property inspection is carried out to check that property standards are acceptable and to estimate tenant liability.
- 4.2 See Tenancy Management Policy.

Eligibility for Housing Authority Assistance

5. Tenants must satisfy the Housing Authority's eligibility criteria before a transfer application will be approved.
6. A tenant who is no longer eligible for the Housing Authority's assistance is not eligible for a transfer.

- 5.1 See Tenant Eligibility Policy.

CONDITIONS APPLICABLE TO ELIGIBILITY TRANSFER

Vacation of Property Before Transfer Received

7. Should a tenant vacate before 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.

- 7.1 See Priority Assistance Policy.
- 7.2 Victims of family violence or who fear for their safety are exempt from this condition.

Listing Date

8. The listing date of an eligibility transfer is the date that the application received approval.

Valid Offer of Accommodation to a Transfer Applicant

9. A valid offer of accommodation is consistent with a valid offer of wait turn accommodation for applicants on the waiting list.

- 9.1 See Allocations Policy and Priority Assistance Policy.

TRANSFER POLICY

POLICY

GUIDELINES

Eligibility Transfer

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

CROSS TRANSFERS

11. A cross transfer may only occur between 2 public housing tenancies subject to approval from the Housing Authority.

- 11.1 Tenants must organise their own transfer by finding another tenant to undertake a direct exchange of accommodation.

Eligibility for Accommodation Type

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

Housing Authority Approval

13. The Housing Authority must approve the cross transfer before it occurs.

- 13.1 Both tenants must be eligible to cross transfer.

- 13.2 If the transfer involves 2 regions, both regions must approve the arrangement.

- 13.3 If cross transferring between regions the applicant lodges their cross transfer application with the region they currently reside.

TENANT RELOCATION

14. The Housing Authority may offer a tenant an alternative public housing rental property if the property they currently occupy is required by the Housing Authority.

- 14.1 See Tenancy Management Policy – Tenant Relocation.



Government of **Western Australia**
Housing Authority

DEBT RECOVERY

POLICY



DEBT RECOVERY POLICY

PREAMBLE

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

POLICY

GUIDELINES

Applicants with A Debt to the Housing Authority

1. See Eligibility Policy.

Account Finalisation

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

Tenants In Occupation

3. Tenants with a debt to the Housing Authority, 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 *Residential Tenancies Act 1987*.
 - 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

GUIDELINES

Cont.....Debts Related to Current Tenancy

- 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 *Residential Tenancies Act 1987*.
- 4.4 See also s5 to s5.1 for reasonable repayment proposal.

Debts Relating to a Previous Tenancy

- 5. An arrangement to repay a debt from a previous tenancy is a private arrangement between the Housing Authority 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.
 - 5.1 The agreement is reflected in the proposal to repay only.
 - 5.2 Section 62 of the *Residential Tenancies Act 1987* cannot be used to terminate debts from a previous tenancy (See s4 to s4.4).
 - 5.3 Failure to maintain the agreement will result in the Housing Authority taking action under Section 15 of the *Residential Tenancies Act 1987*.

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 Housing Authority approves continued occupation, debt relating to the obsolete Tenancy Agreement will be treated as Vacated Debt.
 - 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.

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.
 - 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 Housing Authority with written acknowledgement that the debt exists. The debt then becomes Written Off Recoverable and standard recovery procedures resume.
- Under the *Bankruptcy Act 1996 (Cth)*, when a client declares bankruptcy, the debt becomes “statute-barred”, subsequent

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 Housing Authority and will not preclude further assistance being offered by the Housing Authority.

GUIDELINES

Arrears Repayment for Tenants In Occupation

8. The Housing Authority 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.

8.1 For all debts, the Housing Authority 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. Tenants may choose to pay more than 30% of income for the repayment of debt.

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.

DEBT RECOVERY POLICY

POLICY

GUIDELINES

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 7 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.



DEBT DISCOUNT

SCHEME POLICY

DEBT DISCOUNT SCHEME POLICY

PREAMBLE

In recognition that many customers have no other housing options other than public rental housing, the Housing Authority 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 Housing Authority, wishing to access home ownership in order to facilitate private home ownership.

POLICY

GUIDELINES

General

1. A customer with a debt to the Housing Authority 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.
 - 1.1 This is not available to tenants with a debt in their current tenancy (see s15).
 - 1.2 A debt is an old debt when it is not related to a current tenancy.
2. Any customer with a debt to the Housing Authority, 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).
 - 2.1 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.
 - 2.2 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

3. 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 50% of the debt has been repaid.
4. 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

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

Scheme Details

6. Participants will qualify for a discount of 50% off their debt; that is a \$1 discount for every \$1 paid, when 50% of the debt has been repaid.
7. Payments must be maintained at the agreed intervals and at the agreed amount if participation is to continue.
8. The Housing Authority recognises that a customer signing a debt discount scheme application form may still be eligible to follow the appeals or court process.

GUIDELINES

- 3.1 A registered application accrues time on the waiting list, but only becomes active after a debt has been repaid.
- 5.1 The scheme does not apply to debts accumulated in the current tenancy or Bond Assistance Loan debts.
- 5.2 Debt Discount Scheme is not available to tenants who have had their tenancy terminated by the court and then restored by the Housing Authority at the same address.
- 5.3 Debt Discount Scheme is not available to the Housing Authority tenants who have been transferred to another tenancy and in doing so incur a debt.
- 6.1 Example:
A debt of \$600 – participant will only be required to repay \$300 before the debt is considered to have been cleared.
- 7.1 Example:
Participant agrees to make repayments at \$10 per week – \$10 is the agreed amount and the interval is a week (see s14.)
- 7.2 Payments may be made as a single payment if a participant wishes.
- 8.1 Signing the debt discount form does not necessary constitute agreement to the debt.



Government of **Western Australia**
Housing Authority

CLIMATE CONTROL

POLICY

CLIMATE CONTROL POLICY

POLICY

GUIDELINES

HEATING

Housing Authority Installed

1. The Housing Authority 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.
- 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 given to applicants with a proven need (e.g. 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 Housing Authority 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

GUIDELINES

Room Heater Hire

2. A standard fee of \$1.30 per week will apply to all tenants who are required to pay the room heater hire fee for a Housing Authority-installed room heater.

All tenants who have a Housing Authority-installed room heater are required to sign a Room Heater Hire Agreement.

- 2.1 The room heater hire fee does not apply to seniors living in designated seniors' accommodation.

The hire of a room heater is optional. If a tenant does not want to pay the room heater hire fee the Housing Authority will remove the heater from the property (this does not apply to designated seniors' accommodation).

Tenant Installed

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

- 3.1 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.

- 3.2 The Housing Authority 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 Housing Authority had undertaken the installation. If a tenant installs a heating appliance to a lesser value than that which the Housing Authority would have installed, reimbursement will only be to the value of the installed appliance.

COOLING

Housing Authority Installed

4. The Housing Authority will install ceiling fans to properties in the North West or Kalgoorlie and remote areas.

- The Housing Authority 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 after 1990.

- 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 Housing Authority's Maintenance specifications with relevant electrical outlet being installed.

CLIMATE CONTROL POLICY

POLICY

- Design features are considered in all new construction in the North West and Kalgoorlie due to the climate changes in those areas.

GUIDELINES

- 4.2 Tenants are responsible for the fitting and maintenance of their own air conditioning units installed in Housing Authority properties.

INSULATION

5. The Housing Authority will install ceiling insulation at any property where the tenant or tenant's partner are aged 80 years or over.

- 5.1 Tenants under the age of 80 years 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 Housing Authority 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 Housing Authority Appeals Mechanism.

- 5.4 Tenants who are not eligible for ceiling insulation under the Climate Control Policy may install ceiling insulation at their own cost. Tenants must receive approval from the Housing Authority before installation.

- 5.5 Eligible seniors (tenants over the age of 55 years and under 80 years with a demonstrated need due to a medical condition or disability) who are currently residing in family accommodation will be offered a transfer to insulated seniors' accommodation.



PRIORITY

ASSISTANCE

POLICY

INCLUDING PRIORITY TRANSFER

PRIORITY ASSISTANCE POLICY

PREAMBLE

The Housing Authority 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 Housing Authority 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 Housing Authority has many applicants, limited rental stock or both).

In order to be able to allocate a property to any applicant, the Housing Authority 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 Housing Authority to provide assistance in these areas within a reasonable timeframe, regardless of the critical housing need of an applicant. The Housing Authority is also aware 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 Housing Authority 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 Housing Authority 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 Housing Authority'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 Aboriginal and Torres Strait Islander people or those with special needs, experience difficulties in accessing private rental accommodation, the Housing Authority 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**, family 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 Policy.

The past tenancy history of an applicant and a debt to the Housing Authority 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 Housing Authority's satisfaction, before the application will be considered (see Eligibility Policy).

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 Housing Authority accommodation at a later date unless they are eligible (see Transfer Policy).

Where **Family Violence** is a factor, see also Family Violence Policy.

PRIORITY ASSISTANCE POLICY

POLICY

GUIDELINES

Criteria for Priority Assistance

1. An applicant for priority assistance must be eligible for assistance in relation to all the Housing Authority'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.

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.
- Family Violence (see Family 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

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 cannot 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.
 - Applicants who are waiting for permanent residency or citizenship status to be approved may apply for priority assistance and accrue time on the priority waiting, but cannot be allocated a property until they have permanent residency or citizenship.

PRIORITY ASSISTANCE POLICY

POLICY

GUIDELINES

General Conditions

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| <p>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.</p> <p>3. Applicants for priority assistance may nominate their most preferred location.</p> <p>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.</p> | <p>2.1 Doctors or paramedical certificates detailing medical condition and reason why present accommodation unsuitable.</p> <ul style="list-style-type: none">• Support letters from community or government agencies.• Police reports. <p>3.1 Exception: Country areas of high demand, which have no nearby towns with available accommodation (see s1.2 and Preamble).</p> <p>3.2 The Housing Authority may be unable to offer accommodation in the areas of preferred choice.</p> <p>4.1 This is to ensure that:</p> <ul style="list-style-type: none">• 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. <p>4.2 The interview may be undertaken by telephone, in a Housing Authority office, or the applicant's home.</p> |
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PRIORITY ASSISTANCE POLICY

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GUIDELINES

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 Housing Authority will canvass the applicant's most preferred choices. If there are no vacancies within a suitable time, the Housing Authority 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.

- 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 3 months if no valid offer of accommodation has been made. Applicants **may** be reassessed after 3 months to determine their needs are still valid for priority assistance.
- 7.2 Applicants escaping family violence may be assisted ahead of turn

- 9.1 Allocation must be within the applicant's entitlement.

PRIORITY ASSISTANCE POLICY

POLICY

GUIDELINES

Decline of an Offer of Accommodation on a Priority Basis.

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| 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 housing assistance. | 10.1 Applicant will be withdrawn from the waiting list. |
| 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. | 11.1 A tenant applying for Priority Transfer will have their transfer application withdrawn. |
| 12. An applicant declining an invalid offer of accommodation will be made another offer as soon as suitable accommodation becomes available. | 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 Housing Authority accepts this reason.
12.2 See Allocations Policy. |

Applicants with a Prior Debt to the Housing Authority or Previous Breaches of Tenancy.

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| 13. The conditions relating to an applicant for priority assistance with a debt to the Housing Authority or a record of previous breaches of tenancy are the same as for applicants for wait turn assistance. | 13.1 See Eligibility Policy and Eligibility Relating to a Bankrupt Applicant Policy. |
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Inter-Regional Priority Applicants

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| 14. The region in which the applicant wishes to be housed makes a priority assessment. | 14.1 An inter-regional applicant is one who makes application for assistance in a region different to the one in which they wish to be housed. Example: <ul style="list-style-type: none">• An applicant making application to be housed in the Bunbury Region, but making the application through the Fremantle office. |
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PRIORITY ASSISTANCE POLICY

POLICY

GUIDELINES

Cont.....Inter-Regional Priority Applicants

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| <p>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.</p> <p>16. The region in which the applicant is applying to be housed will advise the applicant of the application outcome.</p> | <p>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.</p> <p>15.1 Liaison between the 2 regions must be facilitated to ensure that there is no delay and that the applicant is not disadvantaged because of the involvement of 2 regions e.g. use of phone, fax, email.</p> <p>16.1 Using the above example, it is the responsibility of the Bunbury Region to advise the applicant of the outcome.</p> |
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Appealing of a Decision Regarding a Priority Application.

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| <p>17. Any adverse decision made regarding an application for priority assistance is appealable through the Housing Authority Appeals Mechanism.</p> <p>18. Any appeal regarding an inter-regional priority application must be made to the region in which the applicant wished to be housed.</p> | <p>17.1 See Housing Authority Appeals Mechanism.</p> <p>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.</p> |
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PRIORITY ASSISTANCE POLICY

POLICY

GUIDELINES

PRIORITY TRANSFER

General

- | | |
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| <p>19. All conditions relating to priority assistance are applicable to an applicant for priority transfer with additional conditions relating to their status as current Housing Authority tenants.</p> | |
| <p>20. The Housing Authority'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.</p> | <p>20.1 See s1.1 for examples.</p> |
| <p>21. An increase in family size may be a valid reason for a priority transfer to larger accommodation.</p> | <p>21.1 Families wishing to accommodate migrants with assurances of support or asylum seekers are not entitled to increase their bedroom entitlement.</p> <p>21.2 Where it is demonstrated that a grandparent has the primary care of their grandchildren due to family crisis or dysfunction.</p> |
| <p>22. A Property Inspection must be conducted before a transfer application is approved.</p> | <p>22.1 A property inspection is performed to check that property standards are acceptable and to estimate Tenant Liability.</p> |
| <p>23. A tenant who is no longer eligible for the Housing Authority's assistance is not eligible for a priority transfer.</p> | <p>23.1 See Tenant Eligibility Policy.</p> |

Tenants Vacating Before a Transfer is Received

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| <p>24. Transfer applications are withdrawn should a tenant vacate before receiving a transfer. The listing date for the transfer cannot be used as a listing date in any future application for assistance.</p> | |
| <p>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.</p> | <p>25.1 Such tenants must formally vacate their property and find alternate accommodation until an offer of accommodation is made by the Housing Authority (see Family Violence Policy).</p> |

PRIORITY ASSISTANCE POLICY

POLICY

GUIDELINES

25.2 The Housing Authority 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 Housing Authority is not satisfied of the above then the tenant may lose their priority listing date.

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

Transfer Costs

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

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.

PRIORITY ASSISTANCE POLICY

POLICY

GUIDELINES

Tenant Relocation

27. The Housing Authority may relocate a tenant to an alternative public housing property on a priority basis if the property they currently occupy is required by the Housing Authority.

- 27.1 See Tenancy Management Policy – Tenant Relocation.
- 27.2 To minimise the financial cost incurred by the tenant, the Housing Authority will pay (by reimbursement to the tenant or direct payment of an account) all reasonable costs associated with the relocation of the tenant to an alternative property.
- 27.3 Reimbursement or direct payment of the following costs may be offered:
- Gas, Power and Telephone reconnection
 - Furniture removal.
- 27.4 The following financial incentives may be offered to relocate a tenant:
- Free rent up to a maximum of four weeks' if the alternative property is accepted by the tenant before a Notice of Termination is given for the existing tenancy agreement.
 - Reimbursement of property improvements up to a maximum of \$3 000 previously paid by the tenant at their current property.
- 27.5 If the tenant does not relocate to an alternative property, the Housing Authority may withdraw any or all incentives.



Government of **Western Australia**
Housing Authority

FAMILY VIOLENCE

POLICY

(FORMERLY FAMILY AND DOMESTIC VIOLENCE
POLICY)

FAMILY VIOLENCE POLICY

PREAMBLE

Family violence is the use of violence, to create fear and to control the behaviour of a family member. Family violence may be directed to an intimate partner or any other family member. It includes assault, sexual assault, emotional and psychological abuse, financial abuse, social isolation or any other behaviour which causes a person to live in fear.

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

Due to waiting times for assistance social housing may not be the most appropriate option where family violence has occurred. Those requesting assistance will be assisted to locate providers of emergency and crisis accommodation.

POLICY

GUIDELINES

Eligibility for Assistance Due to Family Violence

1. Applicants applying for priority assistance on the grounds of family violence will have their application assessed according to priority assistance eligibility criteria.
 - 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 Housing Authority requires one or more of the following to establish the occurrence of family 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 Restraining Order or court documentation relating to the recent lodgement of a Restraining Order;
 - Supporting documentation or information from the Police.
 - 1.3 The Housing Authority acknowledges that in exceptional circumstance written evidence in situations of family violence is not always available or appropriate. If the Housing Authority is satisfied after interviewing the applicant that they are genuinely seeking priority assistance due to family violence, further evidence may not be required.

FAMILY VIOLENCE POLICY

POLICY

2. The type of assistance provided will depend on the applicant's housing situation and be appropriate to their circumstances.

3. Subject to the Housing Authority's approval, where the applicant agrees, the Housing Authority can contact other regions to locate suitable accommodation options.

GUIDELINES

- 2.1 Assistance will be consistent with current Family Court Orders in relation to child custody arrangements.
- 2.2 Assistance to applicants may include:
 - Priority housing assistance;
 - Bond Assistance Loan;
 - The Housing Authority will provide contact information for crisis accommodation agencies and if required will assist the applicant to make contact with the agency.
- 2.3 Assistance to tenants may include:
 - Assistance to remain in the current tenancy by the use of a Restraining Order and/or provision of additional security;
 - Transfer to alternate accommodation;
 - Waiving the requirement to return the keys if the tenant vacates the property and the Housing Authority is made aware of safety concerns should the tenant need to go back to the property to retrieve the keys. Tenant liability costs associated with the non-return of keys may also be waived under these circumstances.
 - Tenants may request to have their rent waived if they are in supported accommodation (subject to confirmation from the supported accommodation provider).

FAMILY VIOLENCE POLICY

POLICY

4. Applicants who own/jointly own property will be eligible for temporary housing assistance where family violence is present.
5. Subject to the Housing Authority'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 Housing Authority and sensitivity from the Housing Authority officers.

Training for Housing Authority Officers

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

GUIDELINES

- 4.1 Applicants will be required to provide evidence of progress towards a sale of the property or land within **6 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 Housing Authority a contact address when vacating the property.
- 5.2 While every effort will be made, the Housing Authority 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 Housing Authority.
- 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 VIOLENCE POLICY

POLICY

GUIDELINES

Applicants with Joint Tenancies

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| 8. Under the <i>Residential Tenancies Act 1987</i> Joint Tenants have equal rights and responsibilities arising from their tenancy agreement, including the right to occupy the premises. | 8.1 The Housing Authority has no legal ability or authority to remove one tenant from a Joint Tenancy Agreement. |
| | 8.2 If the Joint Tenancy ends, the Housing Authority may provide further assistance, including: <ul style="list-style-type: none">• A new tenancy,• Listing on the housing wait list, or• A Bond Assistance Loan. |
| 9. The Housing Authority has no legal authority to remove a perpetrator from the premises. | 9.1 Police should be contacted for assistance, where necessary. |

Property Damage Due to Family Violence

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| 10. Tenants who demonstrate that they are victims of family 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. | 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 Housing Authority as soon as practicable. |
| | 10.3 Evidence to support the tenant's claim against tenant liability may include: <ul style="list-style-type: none">• 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. |

FAMILY VIOLENCE POLICY

POLICY

GUIDELINES

Security for Public Housing Tenants

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

Debt to the Housing Authority

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

10.4 If property damage is associated with the incident/s of family violence, the Housing Authority will press charges of wilful damage. It is expected that the victim will collaborate with the Housing Authority in providing evidence. The Housing Authority 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 Housing Authority will pursue damages.

10.6 If property damage due to family 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 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 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.

12.1 Discretion may be applied where the applicant or tenant is experiencing family 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 Housing Authority tenancy.



Government of **Western Australia**
Housing Authority

CULTURAL DIVERSITY

AND LANGUAGE

SERVICES POLICY

CULTURAL DIVERSITY AND LANGUAGE SERVICES POLICY

PREAMBLE

The Housing Authority 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

GUIDELINES

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.
 - 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 Housing Authority customers** are entitled to a professional interpreter to assist them with any transaction with the Housing Authority, 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 Housing Authority office due to distance or disability may ring toll free numbers or ring Head Office and have their call transferred to the desired office, free of charge.

GUIDELINES

Interpreting for The Deaf

- This includes customers who require assistance with AUSLAN Interpreting for the Deaf. Such assistance may be through one of the Housing Authority's regular weekly interpreting services in the metropolitan area, or through an interpreting and translating services.
- 2.1 Customers may also ring the Housing Authority from an outside number (such as home) through the Housing Authority's approved interpreting service, with the Housing Authority being responsible for the cost of the call.
 - 2.2 As of December 2010 regular weekly interpreting times are available in some Housing Authority offices.
 - 2.3 To assist customers with language difficulties, all Housing Authority letterhead paper is endorsed on the reverse side with a message in various different languages.
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- Contact Details Head Office toll free: 1800 093 325
 - Switchboard: 08 9222 4666
 - Maintenance Line (including after hours) toll free: 1300 137 677
 - email: generalenquiries@housing.wa.gov.au
 - Teletype (TTY) phone service: 08 9476 2446

CULTURAL DIVERSITY AND LANGUAGE SERVICES POLICY

POLICY

GUIDELINES

Transfer

5. Any **Aboriginal or Torres Strait Islander** 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 Housing Authority

8. In all instances the general conditions relating to a debt to the Housing Authority 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.

5.1 All conditions relating to priority transfer are applicable.

5.2 See Priority Transfer in Priority Assistance Policy.

6.1 See s1.3.

6.2 See s1.4.

6.3 See s5.1 and s5.2.

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.

8.1 See Eligibility Relating to Applicants with a Debt to the Housing Authority Policy.

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



Government of **Western Australia**
Housing Authority

**'GRANNY FLAT' AND
ADDITIONAL
ACCOMODATION
FOR EXTENDED
FAMILY MEMBERS**

‘GRANNY FLAT’ AND ADDITIONAL ACCOMMODATION FOR EXTENDED FAMILY MEMBERS

PREAMBLE

The Housing Authority 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 Housing Authority, 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

GUIDELINES

Exclusive Use

1. 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.

- 1.1 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.
- 1.2 This is the same requirement as for the housing of people with a disability, where purpose-built or modified accommodation is provided.
- 1.3 On occupation of the extended family the current tenancy will be finalised and a new tenancy at the same address commenced.

Eligibility

2. 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.
3. Extended family members to be housed must be eligible for Housing Authority assistance on all criteria.

- 3.1 See Eligibility Policy.

Occupation

4. 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.

- 4.1 See Rent to Income Policy.



Government of **Western Australia**
Housing Authority

HOUSING FOR

PEOPLE WITH

DISABILITIES

POLICY

HOUSING FOR PEOPLE WITH DISABILITIES POLICY

PREAMBLE

For assessment under this policy, for the Housing Authority'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 Housing Authority'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 Housing Authority 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 e.g. transport, delivery of goods etc.
- the need for support services.

Housing Options for People with Disabilities

The Housing Authority 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 Housing Authority.

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 Housing Authority's website www.housing.wa.gov.au or contact your nearest Housing Authority region or branch office.

HOUSING FOR PEOPLE WITH DISABILITIES POLICY

1. Mainstream Public Rental Housing

To be assisted under this program, applicants must meet:

- Housing Authority eligibility criteria; and
- Have a current application listed on the Housing Authority'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
- Individuals who can directly manage their own supports; and/or who can manage a high level of independence by obtaining support provided by others; or
- 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 Housing Authority does not deliver or fund services for the provision of care or support for tenants.

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 Housing Authority 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 Housing Authority 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 Housing Authority's website www.housing.wa.gov.au

HOUSING FOR PEOPLE WITH DISABILITIES POLICY

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 Housing Authority 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 Housing Authority's definition of disability (see s1.2 Eligibility for Housing Authority Assistance) and have an income that is within the income limits set by the Housing Authority. 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 Housing Authority's website www.housing.wa.gov.au

HOUSING FOR PEOPLE WITH DISABILITIES POLICY

POLICY

GUIDELINES

Eligibility for Housing Authority Assistance

1. For assistance under this policy, applicants must satisfy the Housing Authority eligibility criteria for a person with a disability.

- 1.1 See also Eligibility Relating to the Income of Applicants Policy.

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:

- 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 Housing Authority'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.

HOUSING FOR PEOPLE WITH DISABILITIES POLICY

POLICY

GUIDELINES

Cont.....Eligibility for Housing Authority 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 s2 and s3 Eligibility Policy).
- 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 Housing Authority 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 Housing Authority. (Information about the Housing Authority's Access Home Loan Scheme can be provided).

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.

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.

- 2.3
- 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.

HOUSING FOR PEOPLE WITH DISABILITIES POLICY

POLICY

Cont.....Cash Asset Limit for People with Disabilities

Privacy and Confidentiality

3. Housing Authority staff will be sensitive and respect privacy and confidentiality at all times in accordance with the Housing Authority's Privacy, Confidentiality and Duty of Care Policy.

GUIDELINES

- 2.4 All decisions regarding eligibility based on cash asset limit can also be appealed, subject to appeal conditions.
- 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 superannuation 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 (e.g. friend/advocate) with them during any contact with the Housing Authority;
 - Have a support agency act on their behalf.

HOUSING FOR PEOPLE WITH DISABILITIES POLICY

POLICY

GUIDELINES

Income Eligibility

4. The eligibility limits for households with a person/s with a disability is 25% higher than the Housing Authority's maximum income limits for non-disabled applicants.

- 4.1 Assessment of income for eligibility will be consistent with general policy (see Eligibility Relating to Income of Applicants Policy).
- 4.2 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.
- 4.3 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, but not always.
- 4.4 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.)
- 4.5 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 Housing Authority's 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.

Property Allocation

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

- 5.1 Refer to Allocation Policy.

HOUSING FOR PEOPLE WITH DISABILITIES POLICY

POLICY

GUIDELINES

Rent Assessment

- | | |
|--|--|
| 6. Rent assessment will be consistent with general Housing Authority policy (see Rent to Income Policy). | 6.1 Rent will be calculated on 100% of assessable income of tenant, partner and co-tenants and any non-dependent householder, including live-in carer. |
| | 6.2 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. |

Priority Assistance

- | | |
|---|--|
| 7. Applicants with a disability allocated housing that requires extensive modifications to an existing Housing Authority property, or where the Housing Authority is to purpose build a mobility house, will be assessed as priority. | 7.1 Purpose built mobility dwellings are provided to those applicants that the Housing Authority is unable to accommodate in existing housing stock with or without modifications. |
|---|--|

Advice of Eligibility for Priority Assistance

- | | |
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| 8. Applicants with a disability should be advised they are eligible to apply for priority assistance under the general Priority Assistance Policy. | 8.1 An application for priority assistance will be assessed in accordance with the general Priority Assistance Policy. |
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Bedroom Allocation

- | | |
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| 9. Bedroom allocations will be consistent with general policy (see Allocation Policy), but consideration will be given to the individual's disability and housing requirements. | 9.1 A single person with a disability who requires a live-in carer or future live in carer is to be allocated a 2 bedroom property. |
| | 9.2 Where there is a need for additional space for storage or equipment relating to the disability, this will be considered in consultation with the Housing Authority's Occupational Therapist. |

HOUSING FOR PEOPLE WITH DISABILITIES POLICY

POLICY

Cont.....Bedroom Allocation

Exclusive Use

10. 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

- 9.3 The need for an additional bathroom or toilet will be assessed on an individual case by case basis and in consultation with the Housing Authority's Occupational Therapist.
- 9.4 Delegated officers with discretionary authority may make discretionary decisions.
- 10.1 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.
- 10.2 The decline of any valid offer (see Allocations Policy about valid offers and declines) will be assessed at the discretion of the Regional Office.
- 10.3 If there is no applicant with a disability on the waiting list who requires the vacated property, the accommodation may be let on a 3 month lease at the discretion of the Manager Client Services or Manager Housing Services or senior manager (or equivalent) or otherwise utilised for 3 months.
- 10.4 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.
- 10.5 The Housing Authority will be sensitive in addressing issues of relocation with remaining householders

HOUSING FOR PEOPLE WITH DISABILITIES POLICY

POLICY

Ducted Air Conditioning

11. 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 Housing Authority’s Maintenance Policy -Improvements/Additions).

GUIDELINES

11.1 The air-conditioning unit must be installed according to manufacturer’s specifications and must comply with the Housing Authority’s Improvements and Additions Policy.

11.2 Installation must be undertaken by a qualified installer and at no cost to the Housing Authority.

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

11.4 When the property becomes permanently vacant it will be allocated to a person with similar housing needs. If the Housing Authority is unable to locate a client with similar disability needs the Housing Authority’s policy on mobility vacants will apply.

11.5 The Housing Authority will not reimburse the tenant for any cost of the associated with the purchase or installation of ducted air conditioning unit either during the tenancy or following vacation.

11.6 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

12. Tenants who have a disability may apply for a transfer to other accommodation under the general Transfer Policy.

12.1 Refer Transfer Policy.



HIV/AIDS

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 Housing Authority accommodation under existing policy for people with disabilities and through priority assistance policy relating to medical conditions. However, the Housing Authority 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

Confidentiality

- | | | |
|---|-----|---|
| 1. Details relating to the HIV/AIDS status of a Housing Authority applicant or tenant must be kept strictly confidential. | 1.1 | The file of an applicant or tenant with HIV/AIDS must not be distinguishable from the ordinary. |
| | 1.2 | Applicants or tenants with HIV/AIDS must be offered a private interview room for any interview with the Housing Authority. |
| | 1.3 | Contractors are not to be advised of a tenant's HIV/ AIDS status. |
| | 1.4 | 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. |
| | 1.5 | Any breaches of confidentiality will attract disciplinary action. |

Allocation

- | | | |
|---|-----|--|
| 2. A single applicant with HIV/AIDS may be eligible for 2 bedroom accommodation if a carer or future carer may be required. | 2.1 | A live in carer has no automatic right of succession to a tenancy on the death of the tenant for whom they were caring. |
| | 2.2 | 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

- | | | |
|---|-----|---|
| 3. 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. | 3.1 | 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. |
|---|-----|---|



Government of **Western Australia**
Housing Authority

WATER

CONSUMPTION

POLICY

WATER CONSUMPTION POLICY

PREAMBLE

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

The Housing Authority will forward Water Corporation infringement notices to tenants for payment directly to the Water Corporation. Infringement notices are issued for offences against the State's permanent water efficiency measures including breaches of the sprinkler ban and watering roster.

POLICY

GUIDELINES

Tenant Responsibilities

1. Tenants are responsible for the payment of all water consumption charges incurred during the period of occupancy of a Housing Authority tenancy.
2. Tenants are responsible for the payment of all infringement notices issued by the Water Corporation during the period of occupancy of a Housing Authority tenancy.

Water Consumption Debt to the Housing Authority

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

Vacation of a Housing Authority Tenancy

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

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

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

- 4.1 The cost of the reading is borne by the Housing Authority.
- 4.2 The reading will be noted on the outgoing Property Condition Report.

WATER CONSUMPTION POLICY

POLICY

GUIDELINES

Density Accommodation

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

5.1 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



Government of **Western Australia**
Housing Authority

BOND

ACCRUAL

POLICY

BOND ACCRUAL POLICY

PREAMBLE

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

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

POLICY

GUIDELINES

Ingoing Tenants

1. Ingoing tenants can be required to pay a rental bond equal to four weeks' rent.

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 Housing Authority 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.

2. The bond will be held in the names of all signatories to the Tenancy Agreement.

3. Tenants who occupied before 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.

BOND ACCRUAL POLICY

POLICY

GUIDELINES

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 cannot 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



Government of **Western Australia**
Housing Authority

NEW LIVING

PROGRAMS

POLICY

NEW LIVING PROGRAMS POLICY

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 Housing Authority'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 relocate to facilitate development, the Housing Authority will accommodate this wish if the move is not essential to the redevelopment at that time. If the property is crucial to redevelopment, the Housing Authority will explore all available options with the tenant in an effort to reach an acceptable compromise.

If an acceptable compromise cannot be reached, the Housing Authority may give notice of termination of the existing tenancy agreement if a new agreement for an alternative property has been offered to the tenant.

POLICY

GUIDELINES

Announcement of Redevelopment

- | | |
|---|--|
| <p>1. The Housing Authority will advise all affected tenants, as soon as possible, when a redevelopment project has been decided.</p> | <p>1.1 Tenants will receive</p> <ul style="list-style-type: none">• Information regarding the time frame for the redevelopment• Information regarding the housing options available• Information regarding Housing Authority assistance with the cost of relocation• Information regarding prospective properties until the relocation occurs.• See also s1 of New Living Programs Policy. |
|---|--|

Relocation Transfers

- | | |
|---|---|
| <p>2. Discretion may be exercised in relation to relocation transfers in relation to general eligibility and allocation requirements.</p> | <p>2.1 Example: income, numbers of offers, bedroom entitlement.</p> |
| <p>3. A relocation transfer will be on a priority basis.</p> | <p>3.1 See Priority Assistance Policy.</p> |

NEW LIVING PROGRAMS POLICY

POLICY

GUIDELINES

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.

Tenant Relocation

6. Any relocation transfer to alternate accommodation will be within the tenant's entitlement and must be accepted by the tenant.
7. Where the property has been identified for redevelopment the tenant must transfer when required.

Debt to the Housing Authority and Breaches Of Tenancy

8. The general conditions relating to a debt to the Housing Authority will be applicable.

Rental Payments

9. Tenants paying the full market rent at the current property will pay the full market rent at the new property. However, the Housing Authority will ensure that the market rent at the new property is approximately equivalent to the previous payment.

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

5.1 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.

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

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

6.3 The Housing Authority will pay (by reimbursement to the tenant or direct payment of account) all reasonable relocation costs and may offer additional incentives to the tenant. See Priority Assistance Policy – Tenant Relocation.

8.1 See Tenancy Management Policy and Eligibility Policy.



Government of **Western Australia**
Housing Authority

FRAUD

MANAGEMENT

POLICY

FRAUD MANAGEMENT POLICY

PREAMBLE

The Housing Authority has specific eligibility criteria in order that applicants may qualify for public rental housing and Bond Assistance Loan. The Housing Authority 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 Housing Authority. 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 Housing Authority's satisfaction.

Should the Housing Authority discover that an applicant or tenant has deliberately misled the Housing Authority as to their eligibility for assistance, the Housing Authority will take action.

One of the Housing Authority 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 Housing Authority is the discovery that an applicant or tenant is the owner of property or land.

The Housing Authority 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 after 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 Housing Authority to retain property or land for a short period in extenuating circumstances, in order to have time to sell.

The Housing Authority 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 Housing Authority 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 Housing Authority reserves the right to take civil or criminal action.

See also Tenant Eligibility Policy.

FRAUD MANAGEMENT POLICY

POLICY

GUIDELINES

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 Housing Authority to prove their eligibility.
 2. Before an allocation has been made, any applicant who has provided false or misleading information, the Housing Authority will have their application withdrawn and will have to reapply for housing assistance and undergo a further eligibility check.
 3. After an allocation has been made, the Housing Authority 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 Housing Authority. The Housing Authority will consider any false or misleading information provided as a breach of tenancy.
- 4.1 See s1.1

FRAUD MANAGEMENT POLICY

POLICY

GUIDELINES

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 Housing Authority. The Housing Authority 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 Housing Authority 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

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

GUIDELINES

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.

- 1.1 The Housing Authority 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 Housing Authority's specifications standards)
 - Keep the tenant informed of progress (negotiated with tenant)
 - Ensure the contractor secures the property
 - Carry out a Property Condition Report, (see s7.8 Allocation Policy and s10 Transfer Policy), 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

Cont.....Refurbishment Occupied Property

1.2 The Housing Authority 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 Housing Authority 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.

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DOCUMENT HISTORY

For further information contact:

Owner: Operational Policy Unit
 Division: Service Delivery Central
 Telephone: (08) 9222 4666
 Email: GeneralEnquiries@housing.wa.gov.au

Date	Reason	File Ref No	Author	Date loaded on Internet
October 2017	Tenancy Management Policy 22. and 23. has been amended in relation to Incarcerated Tenants to ensure compliance with the <i>Residential Tenancies Act 1987</i> .	17/D1434564	Emily Robinson, Policy and Practice Officer	30 October 2017
October 2017	Family and Domestic Violence Policy renamed the Family Violence Policy in line with contemporary legislative terminology. Family Violence Policy 8. has been updated in relation to joint tenancies.	17/D1312232 17/D1544364	Emily Robinson, Policy and Practice Officer	30 October 2017
October 2017	The Tenancy Management Policy - Liquor Restricted Premises Declarations 42 to 43.1 has been updated to clarify the responsibilities for applying and managing Liquor Restricted Premises Declarations for both the tenant and the Housing Authority.	17/D1544364	Jo-Anne Regan, A/Policy and Practice Research Officer	30 October 2017
August 2017	Tenancy Management Policy 16 and 17 amended to align definitions of non-occupying a property with the definition outlined in public housing Tenancy Agreements. Tenancy Management Policy 41 and 42 relocated to section 21 and 22 and subsequent section numbering adjusted. Index updated.	17/D1069565	Emily Robinson, Policy and Practice Officer	1 August 2017
August 2017	Tenancy Management Policy 39 (A 'Good' Tenant) removed and section numbering adjusted.	17/D1069664	Emily Robinson, Policy and Practice Officer	31 July 2017
July 2017	Bond Accrual Policy Section s8 and 8.1, Housing Programs, removed as bond accrual does not apply to Community Housing Organisations	17/D1009851	Liz Harrison, A/Manager Operational Policy	10 July 2017

Date	Reason	File Ref No	Author	Date loaded on Internet
April 2017	Tenants' obligation to pay infringement notices issued by the Water Corporation has been inserted under "Tenant Responsibilities"	17/D576735	Gillian Campbell – A/Senior Policy and Practice Officer	21 April 2017
April 2017	The Tenancy Management Policy sections 16 to 22.4, 37 to 38.4 and 41 to 42.4 has been amended to reflect that Subletting has been superseded by Housesitting. The section on Subletting (was 17) has been deleted.	17/D419266	Gillian Campbell – A/Senior Policy and Practice Officer	3 April 2017
February 2017	Acceptable documents listed under Eligibility Relating to the Proof of Identity (POI) of an Applicant Category B have been amended. Change of name is no longer obtained by Deed Poll and applicants now receive a Change of Name Certificate as legal evidence of their registration.	17/D0163561	Krystal Pastina – A/Policy and Practice Officer	February 2017
December 2016	The following policy sections have been amended in relation to Housing Authority initiated tenant relocation: Tenancy Management preamble and s13, Priority Assistance s28, Transfer preamble and s14, New Living preamble and s7. New Living s10 has been deleted.	16/D1795863	John Barclay – Senior Policy and Practice Officer	1 December 2016
November 2016	The Eligibility Relating to the Proof of Identity of an Applicant policy has been amended to accept current original birth certificates or extracts, original death certificates and Western Australian Working with Children Cards. The requirement that original Australian Birth Certificates must have been issued more than five years ago to be accepted as Primary/Category A POI is now obsolete.	16/D1751518	Olivia McBride – A/Policy and Practice Officer	24 November 2016
November 2016	The Transfer Policy has been updated so the listing date for an eligibility transfer reflects the date the transfer was approved. Wording changes have been made to improve readability.	16/D1750592	Olivia McBride – A/Policy and Practice Officer	24 November 2016
November 2016	Tenant Management Policy section 10 Guidelines have been amended to add 10.1 and 10.2 and remove staff procedures related to unroadworthy or unlicensed vehicles.	16/D1722393	Gillian Campbell – A/Senior Policy and Practice Officer	24 November 2016
November 2016	Allocations Policy sections 8.3 and 8.18 (testing RCDs and Smoke Alarms) have been deleted and the	16/D1721834	Gillian Campbell – A/Senior Policy and Practice Officer	24 November 2016

Date	Reason	File Ref No	Author	Date loaded on Internet
	information relocated to 8.21 and 8.22 along with additional information on the testing regime.			
November 2016	Eligibility Relating to the Income of Applicants Policy section 4 has had the word "registered" inserted before "accountant" in relation to documentary proof of cash assets.	16/d1385230	Gillian Campbell – A/Senior Policy and Practice Officer	17 November 2016
September 2016	The Waiting List Management Policy section 10 has been updated to include the option for a Manager Housing Services, Manager Client Services or Area Manager to reinstate a withdrawn application in the event an appeal has not been formally lodged.	16/D1391844	Olivia McBride – A/Policy and Practice Officer	8 September 2016
September 2016	The Rent to Income Policy guideline 12.3 has been reworded so that it is clear that it only applies to tenants requesting a transfer to larger accommodation as a result of housing a migrant with an Assurance of Support or a person seeking asylum.	16/D1376110	Olivia McBride – A/Policy and Practice Officer	8 September 2016
September 2016	The Rent to Income Policy has been updated to stipulate that tenants are required to pay 25% of the assessable income of all household members who have reached 16 years of age. Any income received by a household member who is under 16 years of age or has reached 100 years of age is non-assessable for the calculation of rent.	16/D1376110	Olivia McBride – A/Policy and Practice Officer	8 September 2016
September 2016	Eligibility Relating to the Income of Applicants Policy sections 4 and 5 have been amended to align with the Bond Assistance Loan Policy and Service Delivery procedures in relation to acceptable documentary proof of cash assets.	16/D135230	Gillian Campbell – A/Senior Policy and Practice Officer	8 September 2016
July 2016	The 'Rental Payments' policies in the Priority Assistance and Transfer Policies have been removed as the varying rates (23% to 25%) for rent calculations that were previously in place are now obsolete.	16/D1126543	Gail Connor – A/Policy and Practice Officer	21 July 2016
June 2016	Rent to Income Policy s.2 Non-Assessable Government Income Payments list has been amended to remove Carer Supplement which was incorrectly included.	16/D983581	Gail Connor – A/Policy and Practice Officer	16 June 2016

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June 2016	Tenancy Management Policy 23 (Transfer of a Tenancy) has been updated to clarify that a new tenancy agreement and property inspection to apportion tenant liability is not required following the death of a co-tenant.	16/D904905	Lisa Thompson – Policy and Practice Officer	2 June 2016
April 2016	The Rent to Income Policy has been amended with an updated list of non-assessable government income payments and to clarify the treatment of Department of Veterans' Affairs disability pensions.	16/D708698	Lisa Thompson – Policy and Practice Officer	21 April 2016
March 2016	The Rent to Income, Debt Recovery and Housing for People with Disabilities policies have been amended to align with the 25% Rent Calculation Changes which commence 28 March 2016.	16/D504298	Gail Connor – A/Policy and Practice Officer	24 March 2016
March 2016	Tenancy Management Policy s.19 Improvement or Additions to a Tenancy, Reimbursement, has been amended to prohibit the installation of swimming pools and/or spa pools at public housing properties.	16/D504378	Cameron Jacobs – A/Policy and Practice Support Officer	24 March 2016
March 2016	The Rent to Income Policy has been amended to clarify the policy intent for the backdating of rent.	16/D448498	Cameron Jacobs – A/Policy and Practice Support Officer	24 March 2016
March 2016	New Living Programs Policy has been updated to reflect the changes made during rent harmonisation during 2010 from 23% to 25%.	10/D1313898	Gail Connor – A/Policy and Practice Officer	24 March 2016
January 2016	Rebranding of the manual to Housing Authority. Grammatical and formatting amendments for accuracy and clarity.	15/D1519906	Nhi Nguyen – A/Policy and Practice Support Officer	24 March 2016
October 2015	Allocations Policy s8.3 inserted and Tenancy Management Policy s6.2 amended to align with implementation of the Electrical Safety Device Program.	14/D1059507	Nhi Nguyen – A/Policy and Practice Support Officer	22 October 2015
September 2015	Department of Housing updated to Housing Authority due to name standardisation (legal name).	15/D972729	Nhi Nguyen – A/Policy and Practice Support Officer	11 September 2015
September 2015	Eligibility Relating to an Applicant with a Previous Tenancy History with the Department – such as Debt, Disruptive Behaviour, and Previous Property Standards has been	15/D1019881	Gail Connor – A/Policy and Practice Officer	11 September 2015

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	renamed to Eligibility Relating to an Applicant with an Unsatisfactory History with the Housing Authority. S32 has been amended and renamed to Refusal of Housing Assistance. S33 Conditional Housing Assistance has been added. Policy has been amended to guide decision making on refusing an application or placing conditions where the applicant has an unsatisfactory history.			
July 2015	Climate Control Policy s5 amended for accuracy and clarity.	15/D788333	Nhi Nguyen – A/Policy and Practice Support Officer	23 July 2015
July 2015	The Eligibility and Rent to Income Policies have been amended to clarify the treatment of ex-gratia payments for the purposes of eligibility and rent assessments.	15/D762644	Cameron Jacobs – A/Policy and Practice Officer	23 July 2015
July 2015	The Tenancy Management Policy has been amended to clarify the difference between a householder and a visitor.	15/D786741 15/D787210	Cameron Jacobs – A/Policy and Practice Officer	23 July 2015
May 2015	Tenancy Management Policy updated. Surveillance Devices (21 to 21.4) inserted to provide guidance on the installation of surveillance devices in Department of Housing properties.	15/D350095	Emily Robinson – Policy and Practice Officer	28 May 2015
May 2015	Minor amendment to Family and Domestic Violence Policy 11. 'Additional security measures' amended to read 'additional security items'.	15/D350095	Emily Robinson – Policy and Practice Officer	28 May 2015
May 2015	Tenancy Management Policy s23 has been amended to include dangerous dog (declared) to comply with the <i>Dog Act 1976</i> . The breeds of restricted breeds have been updated with reference to the <i>Dog Regulations 2013</i> .	15/D496969	Nhi Nguyen – A/Policy and Practice Support Officer	May 2015
April 2015	The Allocations Policy (1, 1.1, 11, 11.1, 11.2, 12, 12.1) has been amended to clarify the treatment of applications where an applicant is unable to accept an offer of accommodation	15/D404773	Emily Robinson – Policy and Practice Officer	May 2015
April 2015	Eligibility Relating to the Income of Applicants (7.) amended to clarify income requirements for applicants when turn reached for assistance.	15/D404773	Emily Robinson – Policy and Practice Officer	May 2015

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February 2015	Waiting List Management Policy s10.4 has been added to provide transparency on the retention and destruction schedule for rental applications.	15/D132275	Cameron Jacobs – Policy and Practice Support Officer	February 2015
January 2015	Section 2 of the Climate Control Policy has been amended to clarify that seniors living in designated seniors' accommodation are exempt from paying the room heater hire fee.	15/D22880	Cameron Jacobs – Policy and Practice Support Officer	January 2015
January 2015	The Cultural Diversity and Language Services Policy have been amended to provide updated contact details for the WA Deaf Society and the Department's TTY phone service.	15/D22890	Cameron Jacobs – Policy and Practice Support Officer	January 2015
November 2014	Tenancy Management Policy Section 33 A 'Good' Tenant has been updated to remove any reference to the issuing of paint kits as a reward for good tenancy behaviour as this practice is now obsolete.	14/D1089189	Gail Connor – Policy and Research Officer	November 2014
October 2014	The Rent to Income Policy (s4, 5, 10 and 22) has been amended in line with Habitat system requirements.	14/D1083900	Cameron Jacobs – Policy and Practice Support Officer	October 2014
October 2014	Section 3 of the Disruptive Behaviour Management Policy has been moved to the preamble.	14/D1004931	John Barclay – Senior Policy and Practice Officer	October 2014
October 2014	The Illegal Use of Premises Policy preamble and section 2.1 has been updated to clarify when the Department will seek the termination of the tenancy.	14/D1004931 14/D110845	John Barclay – Senior Policy and Practice Officer	October 2014
August 2014	The Rent to Income Policy section 1 has been amended to define when current tenants have their Family Tax Benefit assessed at 11% or 15% from 15 September 2014.	14/D821043 14/D821059	Cameron Jacobs – Policy and Practice Support Officer	August 2014
August 2014	The Allocations Policy guideline 8.7 has been amended to clarify the management of Property Condition Reports after sign-up.	14/D801969	Cameron Jacobs – Policy and Practice Support Officer	August 2014
July 2014	The Eligibility Relating To Property Ownership And Other Residences policy section 16 has been amended to clarify that discretion can be applied where circumstances	14/D718833	Cameron Jacobs – Policy and Practice Support Officer	July 2014

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	warrant a Community housing tenant being placed on the Department's waiting list.			
July 2014	Tenancy Management Policy section 27 'Investigation of complaints against the Department tenants' has been amended to remove out-of-date wording relating to pre 1 st July 2013 Tenancy Agreements.	14/D712404	Gail Connor – Policy & Research Officer	July 2014
July 2014	Minor changes have been made to the Debt Recovery Policy to correct punctuation and layout.	14/D707724	John Barclay – Senior Policy and Practice Officer	July 2014
July 2014	The Debt Recovery Policy guideline 8.4, relating to tenants with an existing debt repayment arrangement, has been merged into guideline 8.2 as they relate to the same situation. Guideline 8.1, relating to debt arrangements, has been reworded for clarity.	14/D707724	John Barclay – Senior Policy and Practice Officer	July 2014
July 2014	The 'Eligibility relating to the proof of identity (POI) of an applicant' policy has been amended to include the new Department of Transport photo card as an acceptable proof of identity document.	14/D702498	John Barclay – Senior Policy and Practice Officer	July 2014
June 2014	The Rent to Income Policy and Debt Recovery Policy have been amended to reflect the changes to the assessable components of Family Tax Benefit for rent assessment. Obsolete references have been deleted.	14/D692670	John Barclay – Senior Policy and Practice Officer	June 2014
June 2014	The Climate Control Policy has been amended to set the room heater hire fee to a single rate. Policies 2 and 3 have been inverted for fluency of information.	14/D680007	John Barclay – Senior Policy and Practice Officer	June 2014
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/D344954	Gail Connor – Policy and Research Officer	April 2014

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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

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September 2013	The Allocations, Priority Assistance and Waiting List Management Policies have been amended to provide clarification around declining an offer of accommodation.	13/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.	13/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.	13/D529846	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
July 2013	The reference to SHAP (Supported Housing Assistance program) has been replaced by STEP (Support and Tenant Education Program).	13/D529778	Emily Robinson – A/Senior Policy and Practice Officer	July 2013
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.	13/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	13/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.	13/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.	13/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.	13/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.	13/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.	13/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	13/D471989	Emily Robinson – A/Senior Policy and Practice Officer	July 2013

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	rental payments by Centrelink Direct Deduction has been removed.			
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.	13/D471989 13/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 when a tenancy ends	13/D252947 13/D472583	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 abandoned premises, goods and documents	13/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	13/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 13/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.	13/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

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February 2013	Cultural Diversity and Language Services Policy – Preamble amended to remove out-dated data and information.	12/D693963 13/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.	12/D693963 13/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.	12/D693963 13/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	Debt Recovery Policy – 7. Updated references to applicable legislation. 10. Deleted	12/D693963 13/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
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.	12/D693963 13/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.	12/D693963 13/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	12/D693963 13/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013
February 2013	Allocations Policy – minor amendments to correct references	12/D693963 13/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.	12/D693963 13/D182090	Emily Robinson – A/Senior Policy and Practice Officer	March 2013

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February 2013	References to the State Commonwealth Housing Agreement replaced with National Affordable Housing Agreement.	12/D693963 13/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.	12/D693963 13/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.	12/D348118	Adeline Jezequel – A/Policy and Practice Officer	August 2012
August 2012	References to the Legal Recovery Manual have been removed.	12/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 Leave.	12/D459769	Adeline Jezequel – A/Policy and Practice Officer	August 2012
July 2012	Family and Domestic Violence Policy (page 143), reference to section 73 has been removed.	12/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.	212/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.	12/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.	2012/00159/12	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

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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	<p>Policies updated to reflect the waiting list management - ongoing eligibility that that came into effect on 16 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>	12/D16729	Adeline Jezequel – A/Policy and Practice Officer	January 2012
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

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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	Updated Tenant Eligibility Policy Preamble to include alternative housing options and time periods to source alternative housing. Removed Centrelink Income Confirmation Scheme (ICS) procedure details.	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	December 2011
September 2011	Tenant Eligibility Policy 5.1: Minor typographical error corrected.	2011/00121/3	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	11/D437427	Emily Robinson – Policy & Practice Officer	July 2011

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	calculating income for the purposes of payment arrangements.			
June 2011	Due to the position being abolished, the references to the Coordinator Disability and Seniors Services have been removed.	2011/00121/3	Adeline Jezequel – Policy and Practice Support Officer	July 2011
June 2011	Minor typographical and grammatical errors corrected.	2011/00121/3	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.	2011/00121/3	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.	2011/00121/3	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.	2011/00121/3	Adeline Jezequel – Policy and Practice Support Officer	May 2011
May 2011	Disruptive Behaviour Management Policy NEW	2011/00121/3	John Barclay – Senior Policy & Practice Officer	May 2011
April 2011	Good Neighbour Policy updated in line with the Disruptive Behaviour Management Policy.	2011/00121/3	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 <i>“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</i> 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

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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.	2011/00121/3	Kylie George – Senior Policy & Practice Officer	February 2011
January 2011	Document history changed to descending order (recent policy updates/changes listed first)	2011/00121/3	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 policy sections from Austudy/Abstudy (previously policy section 4 renumbered to 3) in the Rent to Income policy renumbered up to policy section 22.	10/D1313898	Kylie George – Senior Policy & Practice Officer	February 2011
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>	2011/00121/3	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 thereafter.	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	11/D81399 2010/21351/4	Kylie George – A/Senior Policy & Practice Officer	November 2010

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	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.			
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		Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove all references to the Ministry and replace with the Authority or the Department		Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove all references to DOLA and replace with Landgate		Kylie George – A/Business Solutions Manager	June 2010
June 2010	Insert 'Language Services' into Cultural Policy heading front page		Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove reference to Emergency Housing Policy in the Priority Assistance Policy preamble		Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove all references to Homeless Helpline and replace with Homeless Advisory Service		Kylie George – A/Business Solutions Manager	June 2010
June 2010	Tenancy Eligibility Policy renumbered to commence from section 39 of Tenancy Management Policy		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		Kylie George – A/Business Solutions Manager	June 2010
June 2010	Remove all reference to Infonet and replace with iNhouse		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.		Kylie George – A/Business Solutions Manager	June 2010
June 2010	Due to duplication in policy numbering Tenant Eligibility Policy renumbered from section 38.		Kylie George – A/Business Solutions Manager	June 2010

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June 2010	'Issue' column in this table (document history) removed. Related to previous disk updates. Confirmed removal with Kathy Bell.		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)		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		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

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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 updated to amend policies effected by Community Housing program	2005/40592	Suzanne Healy – Senior Policy Officer	October 2007
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

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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
June2006	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 added	2005/40592	Michelle Draper - Policy Officer	July 2006
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

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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

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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		Sean Daffin - A/Policy Officer	August 2005
August 2005	Allocations Policy, S8 & 9.2		Sean Daffin - A/Policy Officer	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		Sean Daffin - A/Policy Officer	September 2004

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	S26 Complaints by the Department's tenants against neighbours			
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

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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

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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