



Title: Procedures – Housing Waiting List		
Policy Area: Social Programs - Housing		
Policy Number:	Version: 2	Page 1 of 2
Author: Colleen Murray		
Approved by Special Administrator A Bowcher		
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Principles:

- The applicant is primarily responsible for informing Woomera Aboriginal Corporation (WAC) of any change in their contact details
- Applicant information is to be routinely updated every six (6) months in March September by the Property Officer to ensure the details held are current and accurate.
- If the applicant cannot be contacted after strenuous attempts ie minimum of three phone calls and minimum of three letters the housing application will lapse

Procedure:

1. Applications for housing and re-housing will be grouped into the correct bedroom categories based on the number of people to be housed, the size of the house and the needs of the applicant.
2. The Property Officer will maintain the waiting list so that the information held is current and accurate
3. The applicant's information is to be updated routinely when information is received verbally or by letter or email
4. Each six (6) months ie March September the Property Officer should mail out a request to applicants to determine any changes to their personal details and if housing is still required
5. Ensure that the applicant is informed in the mail out letter that non-response to the request for the update of information within three (3) weeks may result in their application being removed from the waiting list.
6. If the applicant cannot be contacted after strenuous attempts ie minimum of three phone calls and minimum of three letters the housing application will lapse
7. If the application does lapse for the above reasons the Property Officer must formally advise the applicant in writing that the application has lapsed and provide the reasons
8. If the response to the request for updated information is received by mail it should be noted in the incoming mail register before onforwarding to the Property Officer.

9. If the updated information is received by hand the “received” stamp is to be applied and the date and recipient of the application is to be noted on the document prior to onforwarding to the Property Officer.
10. The Property Officer is to acknowledge the receipt of the updated information formally by messaging, email or in writing
11. All contact with the applicant and changes to the applicant’s details are to be added to Chintaro
12. The Property Officer must brief the Management Board at its monthly meeting regarding all applications that have:
 - a. lapsed and the reasons why and
 - b. been declined because of updated information and the reasons why

Reinstatement on the Housing Waiting List:

Eligible applicants can be reinstated on the waiting list after they have contacted WAC and provided all requested information to update their application form.

The reinstatement on the waiting list will take effect from the date the updated information is received, it is not to be backdated to the date of the applicant’s original application.

Grouping of Applicants on the Waiting List

The grouping of applicants for housing and re-housing on the Waiting List will be by:

- the size of the house and
- correct bedroom categories based on the number of people to be housed and
- the needs of the applicant

Declining an Application on the Waiting List:

If the updated information indicates that the applicant is **no longer eligible for social housing** for the following reasons the Property Officer should decline the application:

- The applicant **is now** housed by another social housing provider including (but not exclusive to) WAC, AHO, Department of Housing, Homes out West, Mungabareena Aboriginal Corporation
- The applicant **now** has household income that exceeds the current income limits stipulated National Rental Authority Scheme (NRAS). For NRAS purposes, a household is considered to be all persons who are tenants of the dwelling. All persons who ordinarily reside in an NRAS home must have their income included as a member of the household
- The applicant **now** owns or part-owns a property
- The applicant **is now** indebted to another housing provider
- The applicant **now** has a history of causing malicious damage to housing properties

If an application is declined the Property Officer must formally advise the applicant in writing and provide a reason for the decline.

AHO Houses and Applicants:

The AHO provides WAC with a list of potential applicants.

The income limit stipulated in the Build and Grow Policy is not the same as NRAS and the current limit must be adhered to.

The procedures for processing the applications from the AHO are the same as for WAC properties.

Related Policy:

Housing Policy

Forms:

Update of Housing Applicant's Information form