

HOUSING APPLICATION UPDATE PROCEDURE

1.1 PRINCIPLES

The applicant is required to inform Woomera Aboriginal Corporation (WAC) of changes in their details.

Updated information is required to determine changes to the applicant's personal details, housing size requirements, income, ongoing eligibility for housing and if housing is still required.

APPLICANT INFORMATION IS TO BE ROUTINELY UPDATED EVERY SIX (6) MONTHS IN MARCH AND SEPTEMBER AS RECORDS MUST BE CURRENT AND ACCURATE

If the applicant cannot be contacted after strenuous attempts (refer to procedures below) the application will lapse until the information is provided.

The Housing Officer is not permitted to remove an applicant's name from the housing waiting list unless approved by the Management Board.

Lapsed applications will remain on the Housing Waiting List until approval is given by the Management Board to remove the applicant from the list.

1.2 SCOPE

This policy applies to all Woomera Aboriginal Corporation (WAC) housing employees.

1.3 PROCEDURE

Applicant information is to be routinely updated every six (6) months in March and September as records must be current and accurate.

Applicant information should also be updated throughout the year.

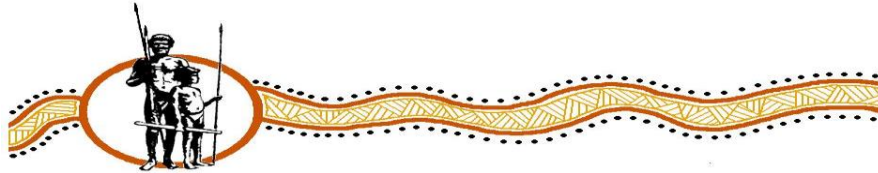
For all applicants who have **no updated information in the last two (2) months** the Housing Officer will mail out Housing Application Update forms as follows:

Letter 1 – response required within fourteen (14) days

Letter 2 – response required within seven (7) days

Letter 3 – final request response required within seven (7) days

A lapsed application will remain on the list for a maximum of twelve (12) months.



Woomera Aboriginal Corporation

If the applicant fails to update the information on the second occasion of the update cycle the Housing Officer is required to brief the CEO who will then seek approval for an applicant's name be removed from the housing waiting list from the Management Board

If the Management Board approves the removal of an applicant's name from the housing waiting list the applicant is to be advised in writing:

- the date of removal
- the reasons for removal
- that they can be re admitted to the housing waiting list after they have contacted WAC and provided all requested information to update their application form
- their re-admittance to the housing waiting list will not be backdated to the date of their original application

1.4 RELATED POLICIES AND PROCEDURES

Housing Waiting List Procedure

1.5 GUIDELINES/REFERENCES

Form:

Housing application update form

Letters:

Letter 1 – Request for Update of Contact Details and Income

Letter 2 - Reminder Request for Update of Contact Details and Income Letter 3 – Final Request for Update of Contact Details and Income

Policy Area: Social Programs - Housing		
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