

PROCESSING HOUSING APPLICATIONS PROCEDURE

1.1 PRINCIPLES

Womera Aboriginal Corporation's Housing Policy outlines the limits WAC has set on the eligibility of tenants to be housed in the Corporation's housing stock.

All applications must have the required supporting documentation attached.

All applications for housing are to be formally acknowledged in writing.

The applicant is responsible for informing WAC of any change in their contact details but if the applicant cannot be contacted after strenuous attempts i.e., minimum of three phone calls and minimum of three letters the housing application will lapse.

Required Documentation

- Confirmation of Aboriginality
- Utilities bill
- Birth Certificate
- Three (3) forms of identification
- Housing Pathways Application
- Current rent history & previous or current housing provider contact details
- Four (4) weeks income statements and/or Centrelink statements
- Written permission to contact other organisations or housing providers

1.2 SCOPE

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

1.3 PROCEDURE

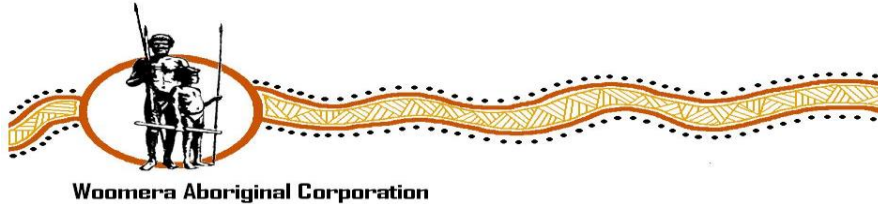
If the application is received by mail the application is to be forwarded to the Housing Officer.

If the application 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 forwarding to the Housing Officer.

The Housing Officer is to acknowledge the receipt of the application in writing.

If necessary, the Housing Officer should contact the applicant to request further documentation. This may be done by email if client approves this method otherwise the request should be in writing.

Applicant's details are to be added to Chintaro.



All further contact with applicant should be entered in Chintaro.

Declining an application

The Housing Officer should decline the application in the following circumstances:

- The applicant is housed by another social housing provider including (but not exclusive to) WAC, AHO, Department of Housing, Homes out West, Mungabareena Aboriginal Corporation
- The applicant has household income that exceeds the current income limits set by 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 owns or part-owns a property
- The applicant is indebted to WAC or the AHO or any other housing provider
- The applicant's Aboriginal descent has not been confirmed by production of Confirmation of Aboriginality Certificate signed and sealed by an Aboriginal organisation at the time of application for tenancy.
- The applicant is under eighteen (18) years and it has been determined that the applicant is not responsible, will not be able to pay rent nor care for themselves.
- The applicant has a previous history of causing malicious damage to WAC housing properties

Extenuating Circumstances

There may be applicants who at first appear to be ineligible but have extenuating circumstances that override the normal eligibility criteria. In all such cases the Property Officer is not authorised to decline the application.

Applications in this category must be forwarded to the Management Board for consideration. The Housing Officer must brief the Board and attach all documentation relating to the extenuating circumstances so that the Board can make an informed decision.

Extenuating circumstances could include:

Applicants who have entered into an agreement to repay the former debt can have their eligibility reinstated.

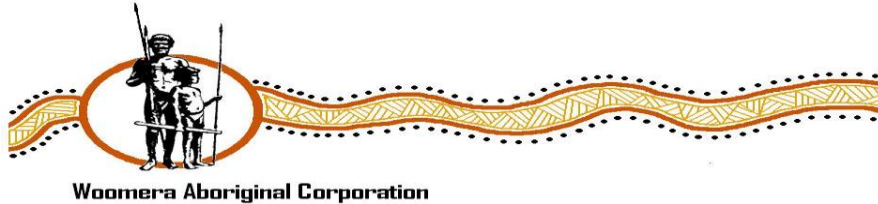
Severe domestic violence in the household (supported by police reports, apprehended violence orders (AVO's) or other relevant documentation)

The applicant is subject to violence or serious harassment where they currently live.

The applicant has serious health problems, or a disability and the current accommodation is unsuitable (medical reports required).

The applicant is homeless and has made every attempt to secure or maintain appropriate housing.

There is severe overcrowding (where the applicant is already housed by WAC or another housing provider and it can be demonstrated that the other housing provider is unable to assist);



The applicant is living in sub-standard accommodation.

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

The Team Leader must also brief the Management Board at its monthly meeting regarding all applications that have been declined by him/her and the reasons.

Approving an application

The Housing Officer/Team Leader has no delegation to approve an application for housing and all applications accompanied by a brief should be forwarded to the Management Board for a decision.

Prior to forwarding the application to the Management Board, the Housing Officer/Team Leader should assess the completeness of the application, investigate the history of the applicant on TICA and in WAC records and provide this information in the briefing to the Management Board so that the Board can make a considered judgement on the suitability of the applicant for housing in WAC properties.

If a housing application is approved the applicant will be placed on the Housing Waiting List.

AHO Applicants

The AHO provides WAC with a list of three potential applicants. The procedures for processing the applications from the AHO are the same as for WAC properties.

1.4 RELATED POLICY

Housing Policy

Forms:

- Housing application form
- Confirmation of Aboriginality form

Policy Area: Social Programs - Housing		
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