

**IN THE MATTER OF THE ROYAL COMMISSION
INTO FAMILY VIOLENCE**

ATTACHMENT AR-2 TO STATEMENT OF ARTHUR ROGERS

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This is the attachment marked '**AR-2**' produced and shown to **ARTHUR ROGERS** at the time of signing his Statement on 20 July 2015.

Before me:



An Australian legal practitioner
within the meaning of the
Legal Profession Uniform Law (Victoria)

Attachment AR-2

Allocations Manual

Applications and Eligibility

Allocations Manual

Allocations and Eligibility

To receive this publication in an accessible format, please phone your local office

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Contents

Definitions	6
Applications and Eligibility Policy	6
Applying for Public Housing	6
Documentation	8
Incomplete Applications	9
General Housing Eligibility Criteria	9
Permanent Residency Requirement.....	10
Income Criteria.....	11
Asset Limit Criteria	15
Victorian Residency	17
Minimum Age Requirements.....	17
Outstanding Charges	18
Other Tenancy Breaches	19
2.2.1 Carers	19
Assessing Eligibility.....	20
Registered Housing Providers	20
Mutual Swaps.....	21
Telephone Calls	21
Contact and Address Verification.....	21
Applications and Eligibility Procedures	22
Receiving and Registering (Capturing) Applications	22
Checking forms and documentation	23
Entering the Application details in HiiP	24
Where a household member is part of an existing application	25
Assessing Applications	26
Public Housing Interviews	27
Approving Applications to the Waiting List.....	27

Definitions

Refer to Introduction and Overview chapter.

Applications and Eligibility Policy

Applying for Public Housing

Refer Managing Applications chapter

Individuals or households are required to lodge their application for housing using the Application for Public Housing.

Only one person within each household can be listed as the primary applicant and it is their responsibility to ensure all sections of the form are complete, including the declaration that the information contained in the application is true and correct, as well as providing the necessary documentation.

Applications can be lodged in person at any local office throughout Victoria or by mail. The 'effective date' of the application is the date that it is received by the Department.

Where necessary, or at the applicant's request, an interview to discuss an application for public housing can be arranged.

If the application is complete and all required documentation is included, it is assessed within 28 working days from the date the Department received the application.

Transfer Applications

Applicants who are current direct tenure tenants of the Department and occupiers of movable units can lodge transfer applications.

Transfer applicants cannot request housing within their current waiting list area unless they will be moving to smaller or larger accommodation or have been approved for an early housing transfer.¹

Following an initial transfer, tenants can only transfer once every five years^{2 3} unless one or more of the following circumstances apply:

- the household requires larger or smaller accommodation
- there is a medical condition and alternative housing is required, e.g. difficulty with stairs due to lack of mobility
- the household is approved for an early housing category
- the household swaps their property with another Department tenant.

If the tenant's current tenancy ends before their application reaches the top of the waiting list, the transfer application is treated as a new application and the five-year rule no longer applies.

¹ Transfer applicants who lodged their applications prior to 17 November 1996 are able to request the broadband waiting list area they currently live in.

² Prior to the transfer of properties to Aboriginal Housing Victoria, the five-year rule for transfers did not apply to Aboriginal and Torres Strait Islander tenants transferring to Aboriginal Housing Program properties.

³ Prior to 22 January 1996, if a priority transfer applicant was not allocated their preferred housing type or location, they could be approved for a transfer in less than five years.

Where a transfer application includes children aged 18 – 24 who are not eligible due to excess income, these children are exempted from income eligibility requirements when determining appropriately sized accommodation for a transfer allocation, providing the children have lived in the property for a minimum period of six months prior to the transfer application. If the children continue to be income ineligible at the time of sign-up, they are not included on the tenancy agreement but are included as residents on the rental rebate application.

This policy only applies to the transfer of households comprising parent/s with income ineligible children aged 18 - 24 years. It does not apply to group households containing youth aged 18 – 24 years or to youth aged 18 – 24 years who are single tenants.

Tenants who transfer have their ongoing eligibility for public housing reviewed every five years unless:

- they are aged 65 years or over
- they have a non-reviewable tenancy, that is, they were housed before 17 November 1997 and have been approved for an Early Housing Transfer, e.g. Special Housing Transfer or Property Management Transfer.

Where an applicant was not a permanent resident of Australia or did not have an independent income at the time their original tenancy was created, and subsequently demonstrate a need for an early housing transfer, the Department continues to assess their application if they meet all other eligibility criteria, i.e. excluding permanent residency and independent income requirements.

Primary applicants and other household members can only be listed on one public housing application at any time. Dependants may be listed on more than one application where they reside in different households, i.e. where there is shared care or contact for at least 21% of the year.

Duplicate Applications

An application received which contains the same primary applicant as an existing application is called a 'Duplicate Application'. In this situation, the new application is made ineligible. The existing application is updated using the details and documentation supplied with the new application.

Splitting Applications

As outlined in the **Changes in Household Composition section** of the Managing Applications Chapter of this manual, an application may be 'split' where either of the following occurs:

- a primary applicant requests the Department to remove a household member from their application and the removed member completes a new Application for Public Housing form
- a household member (not the primary applicant):
 - requests that their name be removed from an existing public housing application and would like their own separate application for housing
 - submits a new public housing application unaware that they are already included on an existing application.

This process ensures that eligible household members retain the effective date of the existing application.

A new housing application is created in the name of the household member (as the primary applicant). An example is where the person requesting that their name be included on a new application was a dependant at the time they were included on the original application.

Effective date of a 'Split' application

The effective date of the new application is backdated to the date the member joined the application they are being removed from, provided they met the eligibility criteria for public housing at the time of joining that application. If the member was not eligible when they were included in the original application, then

the new application cannot be backdated. The effective date of the split application cannot be backdated beyond that of the original application.⁴

Therefore, if the person being removed joined the original application after this application was approved, the effective date of the split application is only backdated to the date they were included on the original application, provided they met the eligibility criteria for public housing at that time.

If the person being removed was not eligible when they were added to the original housing application, the effective date of the split application is the date it is lodged.

Examples:

- a 22 year old child of an applicant that applied six years ago cannot have the 'split' application backdated, as the child was a dependant at the time that the original application was lodged.
- a 21 year old person listed on an application approved to the waiting list two years ago, and who met the eligibility criteria at that time, can have their 'split' application backdated to the effective date of the original application.
- a housing application was approved five years ago. Last year a 30 year old client who met the eligibility criteria was added to this application. This client has now requested to be removed from the application so that a new (split) application can be lodged with another person. The split application can only be backdated to the date the client was added to the original application – not the original approval date

Documentation

Refer **Matching Clients with Housing Chapter**

Refer **Business Practice Manual**


In order to assess eligibility, the applicant is required to provide the Department with the following (as outlined in the **Matching Clients with Housing Chapter** and **Policy Statement: Individual needs: Special housing requirements** in this manual):

- proof of gross income for all non-dependant household members.
- proof of the value of any assets.
- evidence of residency status.
- proof of identity documents for all new household members over 15 years of age who receive an independent income. Identity is established through the provision of original documents or certified copies in accordance with the Proof of Identity requirements, which detail the type of identity documents the Department will accept.*
- proof of identity for dependent child/children through the provision of:
 - Medicare Card, or Health Care Card, and
 - copy of the birth certificate or extract.
- documentation confirming household size where the application includes dependant children. For example, Medicare card or Health Care Card. If the application includes dependants who are not the children of household members, for example the applicant has custody of their grandchild; documentation confirming the household member is their guardian must be provided, e.g. Centrelink documentation confirming a household member receives payments for the child or a solicitor's letter.

*When a Centrelink customer lodges an application for public housing in Victoria they are not required to lodge proof of identity documents for any household members over 15 year of age, who are Centrelink customers and receive an independent income, as this has already been established by Centrelink. We can use documents confirming the client is a current Centrelink customer to verify identity at this time.

⁴ Prior to 9 September 1990, applications for single people were only accepted from clients aged 55 years or over unless they were receiving a Disability Support Pension. Therefore the effective date cannot be backdated beyond 9 September 1990.

- if the applicant is requesting additional rooms for child access arrangements, documentation from a solicitor, the Family Law Court, or a statutory declaration from the primary caregiver is required to confirm the custody/contact arrangements.
- the completed **Application for special housing requirements** (and documentation as required) confirming any special property or location requirements.

 **Note:** All documentation and client data received is managed in accordance with the Information Privacy Act 2000 (IPA) and referred to in the Information Privacy Chapter of the Business Practice Manual.

Incomplete Applications

An application is defined as incomplete if documentation regarding the household's eligibility is not supplied, or relevant sections of the application form have not been completed.

Incomplete applications are registered in HiiP and a letter is sent to the applicant requesting the necessary information or documentation. If the application form itself has not been completed, e.g. declaration not signed, the applicant will be requested to attend the local office to sign the application.

If the information is not received within 28 days of the date that the letter was sent, the application is made ineligible. An ineligible application cannot be restored to the waiting list, unless it was incorrectly made ineligible by the Department. Applicants are required to resubmit a new application.

Applicants in Prison

Applicants or household members in prison are required to provide proof of identification as per other housing applicants.

Where the prisoner liaison officer advises that the prisoner cannot provide identification in accordance with the Proof of Identity requirements the following can be accepted as proof of identity:

- a photo identity card issued by the prison or remand centre
- a signed letter from a Corrections Victoria worker (or relevant prisons outreach worker) confirming the applicant's full name, date of birth, and earliest release date. The letter should also include the worker's full name and contact details.

The applicant is to provide identification to the usual standard upon release from prison.

Applicants or household members are not required to provide income documentation until they are released from prison. Income eligibility can be assessed once the applicant is released from prison.

General Housing Eligibility Criteria

Refer Allocations Manual Chapters 3-10

Refer to the eligibility criteria described in Chapters 3-10 of this manual apply to all applications for public housing, including new, transfers and mutual swaps. This is referred to as General Housing eligibility criteria.

Applicants applying for an early housing category, such as Recurring Homelessness, may be required to satisfy some eligibility criteria which are different from, or additional to, the General Housing eligibility requirements. For information on these requirements and the extra documentation needed, refer to chapters three to ten in this manual.

General Housing eligibility criteria cover:

- Australian citizenship or permanent residency
- income and assets, including receipt of an independent income
- ownership of real estate
- Victorian residency

- minimum age requirements
- outstanding debt repayments
- no history of eviction for non-arrears tenancy breaches (within the past 12 months) as a public housing tenant or resident.

Permanent Residency Requirement

Applications from people born overseas who are not yet permanent residents of Australia may only be approved for General Housing. Applicants cannot be offered housing until they have been granted permanent residency.

If an applicant is not a permanent resident, they cannot apply for early housing unless they can provide documentation to advise that their application for permanent residency is soon to be approved.

Prior to an offer of housing being made, all household members must have been granted permanent residency. Any ineligible members are not included when determining the number of bedrooms to allocate.

Documentation Confirming Permanent Residency

- a Certificate of Australian Citizenship
- a Certificate of Evidence of Residence Status (CERS)

If unsure whether a particular Visa is entitled to Permanent Residency, the Department of Immigration and Border Protection can be contacted via the DIAC Website or by telephone: 131881, to confirm.

Protection Visas

Applicants who have a Permanent Protection Visa (PPV) or a Resolution of Status Visa (ROS) are eligible to receive immediate access to Centrelink, Newstart, Youth Allowance, Age Pension, Disability Support Pension and Family Tax Benefit parts A and B and are eligible to apply for bond, provided they meet all other bond eligibility criteria.

For descriptions on these Visa types, refer to the **Allocations Policy Manual**.

New Zealand Residents

New Zealand residents who arrived in Australia after 26 February 2001 are not considered to be permanent residents of Australia and must provide documentation to prove their residency status. However New Zealand residents who arrived in Australia before 26 February 2001 are considered to be permanent residents of Australia.

***Note:** Centrelink has additional criteria before New Zealand residents living in Australia can be granted full Centrelink payments. For example, they may be entitled to Family Payments immediately, but are required to wait for two years prior to receiving pensions or allowances. As they do not have an independent income, they can go on the waiting list but they cannot be offered housing.*

Sponsored Migrants

Some permanent residents enter Australia as sponsored migrants where a sponsor, e.g. family or friend, accepts the responsibility of the financial needs of the newly arrived migrants.

Sponsored migrants who may or may not be working, may be granted family payments by Centrelink. They are generally not entitled to a full benefit or pension (and thus do not have an 'independent income') until the sponsorship arrangement has expired or broken down.

***Note:** DIAC assess applications from sponsors. Generally sponsors are not required to provide DIAC with proof of their ability to financially support the sponsored migrant. However, in some circumstances, the sponsor is required to meet strict financial requirements and is required to sign a legally binding document agreeing to repay the benefits that Centrelink pays the sponsored migrant. This is referred to as an "Assurance of Support".*

Applications from sponsored migrants can be approved and placed on the waiting list. However, the Department will only offer these applicants housing if the sponsorship arrangement has expired or broken down and the applicant is in receipt of an independent income. Generally, if the sponsorship has broken down Centrelink will grant the person a statutory income (generally known as the Special Benefit).

Sponsored migrants can also be listed as household members on an application. If the household member does not have an independent income at the time of allocation, they are not included in the household in order to determine housing size.

Sponsored migrants are required to provide a letter from DIAC setting out the terms of the sponsorship arrangement, including the expiry date.

Clients subject to Centrelink's two year waiting period

Generally, all newly arrived migrants with permanent residency status are subject to the Centrelink two-year waiting period for Centrelink entitlements.

The payments or services received from Centrelink will depend on the type of visa people settling in to Australia are holding.

Newly arrived migrants with permanent residency status who are subject to the Centrelink two-year waiting period for Centrelink entitlements may be placed on the waiting list.

However, an offer of housing can only be made where:

- the two year waiting period applied by Centrelink has expired
- the newly arrived migrant is able to provide documentation from Centrelink confirming that they are eligible for an independent Centrelink income, other than Family Payments.

Therefore, all newly arrived migrants who are subject to the Centrelink two-year waiting period, regardless of receipt of income from wages, self employment or child related payments are ineligible to enter a tenancy agreement with the Department, and are not included in the household in order to determine housing size.

Income Criteria

Refer Income/Asset limits - public housing

Refer Rental Rebate Manual

Applicants must have an 'independent income' to be eligible for rental housing. An independent income is an income paid directly to the person for their use and which is not subject to a parental income or parental assets test. Where an applicant subject to the Centrelink two-year waiting period is receiving income from wages, self-employment or child related payments, they are not considered to be in receipt of an independent income for public housing eligibility purposes.

Eligibility for group households or extended families is determined by the income of each family unit within the household.

If Centrelink income is the only income received by each household member, the household is considered income eligible even though their total dollar income amount may be over the household income limit.

Where an applicant is not receiving a Centrelink benefit or pension to which they are entitled, this amount is imputed when determining income eligibility unless the applicant can provide documentation confirming that they are not entitled to the income.

Where an applicant's Centrelink income is temporarily reduced due to an activity test or administrative breach, income eligibility assessment is made on the applicant's full Centrelink entitlement.

Where a single non-custodial parent has regular access visits from their children for at least 21% of the year, the relevant single person with dependants income limit is applied.

Where a couple apply for public housing but one partner is ineligible because they hold a temporary spouse visa or they are permanent residents but subject to the Centrelink two-year waiting period, the relevant couple income limit is applied when determining income eligibility.

For current income limits please see, **Income/Asset limits - public housing**.

Income included in assessing eligibility

- Age pension
- Asylum Seekers Allowance
- Australian Service Pension
- Centrelink Working Credits Scheme – Wages component
- Centrelink pensions, benefits and Partners Allowance
- Community Development Employment Project (CDEP) income
- Defence Force Income Supplement Allowance (DFIS) – paid to clients whose main Centrelink income has been reduced because they receive a Dept of Veterans' Affairs (DVA) War Disability pension. DVA pays DFIS to these clients to make up the shortfall
- Defence Force Reserve payments
- Disability Support Pension
- Disability Wage Supplement
- Gross wages, including overtime, shift allowances and bonuses, before tax instalments, recreation leave loading, any one off or abnormal payments, site, dirt, height and risk allowances. Superannuation contributions and union fees are deducted
- Gross income received by Ministers of Religion
- Incentive Allowance
- Income from investments and interest on savings (the deemed interest rate is used in this situation, regardless of what interest is actually received) including interest received from one-off Prisoner of War payments, F-111 ex-gratia lump sum payments and the Pension Bonus.
- Income Support Supplement, paid by the Department of Veterans' Affairs
- Living Away from Home Allowance
- Maintenance Payments (includes in-kind payments unless recipient can show that these are discretionary, i.e. not in lieu of a cash payment)
- Mature Age Allowance
- Net profits (for self-employed tenants and residents)
- New Enterprise Incentive Scheme
- Orphan Pension (if recipient is 18 years or over)
- Overseas income including Overseas War Service or Veterans Pension
- Payments in kind (i.e. where goods or services are received in lieu of wages)
- Relocation Scholarship for Youth Allowance and Abstudy (living Allowance) students
- 'Sacrificed incomes' incomes
- Sheltered workshop payments
- Special benefits
- Superannuation payments
- Veterans Affairs Pensions including War Widows Pension and Additional payments for dependant children
- War Disability Pension up to the level of a Centrelink benefit or pension where the applicant's other income is less than a maximum Centrelink entitlement
- Winnings
- Work Cover and other compensation payments
- University grants and Bursaries

- Youth allowance (if recipient is 18 years and over)

Income not included in assessing eligibility

The only sources of income not included when assessing applicants' income are:

- Austudy loan
- Austudy Pensioner Education Supplement
- Baby Bonus – originally called 'Maternity Payment.' This was first paid in 2004 as a one-off \$3,000 per child lump sum paid to families for children born or adopted after 1 July 2004. The lump sum payment amount is indexed in line with the Consumer Price Index each July.
- Bereavement payment
- Book Allowance
- Carer's Allowance
- Centrelink Working Credits Scheme – Centrelink component
- Child Care Benefit
- Community Jobs Program Income. Where an applicant is in receipt of a Community Jobs Program income the relevant Centrelink income is imputed.
- Double Orphan Allowance
- Education Allowances paid by the State Government for administration fees, fares and child care assistance for students (Administration Charge Allowance, Fares Allowance, Child Care Allowance)
- Education Entry Payment
- F-111 ex-gratia one-off lump sum payment
- Family Tax Benefit Part A
- Family Tax Benefit Part B
- Fares assistance
- Formal Training Allowance (paid with Centrelink pension or benefit)
- Foster Allowance
- GST Component of Centrelink Payments
- Income of household members under 18 years of age
- Income of children, aged 18 – 24 of transfer applicants
- Maternity Payment – see Baby Bonus
- Mobility Allowance
- Multiple Birth Allowance
- Non-realizable assets e.g. Superannuation rollover funds
- Older Australian's Bonus – a one-off \$500 bonus payment as part of the 2007/2008 Federal budget that was paid to older Australian's of Age pension age. It was paid to recipients of the Age Pension, Mature Age Allowance, Widow Allowance, Partner Allowance, Commonwealth Seniors Card and Veteran's Affairs Gold Card holders.
- Orphan Pension (if recipient is under 18 years of age)
- Pension Bonus scheme – a one-off lump sum paid to people who continue working and defer claiming the Age Pension
- Pharmaceutical Allowance
- Remedial Tuition Allowance
- Rent Assistance
- School Start Bonus – one-off payment paid to families with children starting prep and Year seven at a government or non-government school
- Telephone Rental Concession
- Travel, Meals and Accommodation Allowances

- War Disability Pension, where the applicant's other income is more than a maximum Centrelink benefit or pension entitlement
- Youth Allowance (if recipient is 16 or 17) and recipient will be a resident
- Youth Disability Allowance

Income Information

Applicants are required to provide current income information for all household members receiving an income. This information can be provided in the form of a letter or statement from the source of the income. Applicants who receive Centrelink incomes have the option to give authorisation to the Department to obtain the information directly from Centrelink. These applicants do not have to provide a separate letter or statement from the source of the income. The types of incomes are detailed in the following table.

Table 2.1 – Income Information ⁵

Type of Income	Information/Documentation
Pension or allowance (e.g. Centrelink payment, Austudy, overseas pension)	Current information (letter or statement and no more than two weeks old) from Centrelink, the Department of Veterans' Affairs and/or the overseas pension organisation.
Wages or maintenance	<ul style="list-style-type: none"> • Income statement or consecutive pay slips showing the date and total gross amount paid over the last 13 weeks by the employers. • Seasonal workers must provide current information that confirms the income they are receiving at the time of application. • Information from Centrelink, Child Support Agency or a Family Court Order showing weekly maintenance payments received.
WorkCover or Superannuation payments	A current letter from WorkCover or the superannuation institution detailing the regular payments received.
Self employed NOTE: Income assessments for self-employed applicants are undertaken by local housing office. See the Rental Rebate Manual for more information.	<ul style="list-style-type: none"> • 13 week Profit and Loss statement • evidence of all other income including the most recent 8 week bank statement <p>Applicants who participate in the Income Confirmation Service do not need to provide a separate letter or statement from the source of the income.</p>
Other Income	Documentation providing details of the type of income, amount received, period of payment, source of income etc.

No Income

Applications listing independent household members who do not receive any income can be approved and placed on the waiting list if they meet all other eligibility criteria. However, applicants are required to provide documentation from Centrelink stating either:

⁵ Prior to 20 September 2007, the income limits were higher for applicants who were in receipt of at least \$1 of a Centrelink Age or Disability Support pension, or a Department of Veterans' Affairs pension. Effective 20 September 2007, income limits for housing assistance for General and Supported Housing applicants are the same for all payment types.

- why they are not entitled to or in receipt of an income, that is, they have temporary residency status or are on a two-year waiting period, or they have received a compensation payout or an employment termination payout
- they are entitled to an income but are not claiming it.

Applicants or household members in prison are not required to provide income documentation until they are released from prison.

Applicants under 15 years of age must demonstrate they have an independent income at the time of application.

An offer of housing will not be made until the applicant or household member is in receipt of an independent income.

Note: Applicants in receipt of no income may be referred to Community Support Organisations in the region, to assist them with their housing and any other needs.

Asset Limit Criteria

Refer Matching Clients with Housing Chapter

The Department determines the value of the realisable assets for the entire household to determine if they are eligible for public housing. If households have assets that would enable them to afford other forms of long term housing, e.g. renting in the private market for a ten year period, they are not eligible for rental housing.

The general asset limit for all household types is \$30,000. The asset limit for households who require major or full disability modifications is \$60,000. See Table 13.4 in the **Matching Clients Housing Chapter** of this manual for full details of property modification categories.

Where a couple apply for public housing but one partner is ineligible because they hold a temporary spouse visa or they are permanent residents but subject to the Centrelink two-year waiting period, the couple asset limit should be applied when determining asset eligibility.

Assets included in assessing eligibility

The Department adds together the monetary value of each household member's share in any of the following assets:

- Baby bonus (formerly known as maternity payment)
- cash holdings and other investments, such as shares and realisable superannuation funds
- Carer Allowance \$600 and Carer Payment \$1,000 – special purpose payment made to recipients of these benefits in addition to their regular Carer Allowance or Carer Payment
- Family Tax Benefit Lump Sum Supplement – annual lump sum increase to the rate of FTBA and FTBB paid to families following reconciliation of entitlement at end of financial year, beginning 2004/2005
- mobile homes and recreational vehicles such as caravans, boats
- net fixed assets of a business
- shares in estates
- land
- Older Australian's bonus
- Pension Bonus scheme
- loss of wages component of victims of crime lump sum compensation payment.

The combined value of household members' shares in any assets is used to determine whether the household meets the Department's asset limit for public housing.

Generally applicants must supply documentation stating the value of any assets in which they or other household members have an interest.

For applicants in receipt of a Centrelink income, asset information is derived from the Centrelink statement, and there is no need to supply bank statements or other asset documentation. All other applicants should provide bank statements not more than four weeks old showing cash holdings.

Where conflicting information is received regarding assets (e.g. the client has provided a bank statement which shows different asset amounts to the IC Statement) the client is:

- firstly given the option to attend Centrelink to update their information after which a new IC Statement will be requested
- given an opportunity to provide evidence that the funds have been spent (not merely withdrawn) by providing a new statement and receipts, bills etc. showing the payment/s made
- assessed on the asset amount shown on the bank statement where this is more recent than the IC Statement and the applicant cannot provide either of the above.

Those households, who have assets up to \$60,000, where major or full modifications are required, must have their treating health practitioner complete and detail the disability modifications that are required, in the Application for Special Housing Requirements.

Ownership of Real Estate

An applicant or other household member who owns or has an interest in real estate (excluding land) is ineligible for rental housing unless they cannot make 'effective use' of the property by being:

- unable to reside in the property or continue to reside in the property, **and**
- it is 'unrealisable', that is, they are unable to sell their equity in the real estate.

Examples of circumstances where the property cannot be put to 'effective use' are:

- the person cannot or should not occupy the property for medical or health and safety reasons and they are experiencing difficulty selling the property. For example, the person is a police witness and at risk if they remain in the property or the property is unsuitable for a person with mobility difficulties.
- the property is part of a contested property settlement and the household member cannot occupy it or sell their equity.

The applicant or other household member must provide documentation that is appropriate to the circumstances and provide details of their interest in the property and why they are unable to occupy it.

If they state that they are experiencing difficulties selling a property, documentation is also required from an approved valuer advising of the market value of the property and documentation showing that a real estate agency or the applicant / other household member is attempting to sell the property with a reserve price of no more than the market value.

Appropriate documentation must be provided to support a claim that real estate cannot be realised, such as a letter from a solicitor or financial institution.

Where an applicant or other household member is unable to make effective use of the property and is unable to realise their equity, the property is exempted from assessment as an asset. However, if the applicant receives their interest or share in the real estate prior to being offered housing and their assets are over the Department's asset limits, the application is removed from the waiting list.

Households who are unable to realise their assets can be approved and housed by the Department. However, after they are housed, they will be reassessed for eligibility for public housing every six months to determine whether they:

- can occupy or sell their equity in their own property
- meet the Department's asset limits for General Housing if that property has been subsequently sold.

Once housed, tenants who do not meet Department asset limits for General Housing or do not choose to sell their equity in the property, where there is no impediment for them to do so, will be required to vacate the Department property and may be issued with a 120-day Notice to Vacate. The Director, Service Implementation & Support must give approval for a 120-day Notice to Vacate to be sent.

Assets not included in assessing eligibility

The Department does not include the following assets when assessing eligibility:

- personal belongings, including furniture and car.
- assets that cannot be realised, e.g. Unrealisable superannuation funds or lifetime annuities.
- funds held in trust by a court appointed administrator. The administrator is required to make a case in writing explaining why the funds are not available to meet housing costs. Approval from the Housing Manager is required to exempt these funds from the applicant's assessable assets.
- compensation payments made to former prisoners of war held by the Japanese and Koreans during World War II. This one-off payment of \$25,000 made by the Department of Veterans' Affairs is for compensation in recognition of the extreme hardship they endured. The exemption also applies to compensation payment made to surviving widows or widowers of service personnel. The majority of these payments were made on 14 June 2001. Where the payment has been invested, the gross income from investments and interest from savings is included as an assessable income.
- F-111 ex-gratia payments to participants in the deseal/reseal programs, paid by the Department of Veterans' Affairs.
- victims of crime lump sum compensation payment (where the payment is not for loss of wages).

Note: Due to the difficulty in separately identifying lump sum payments over time, these payments are only not assessable where they can be separately identified at the time of assessment. This applies to the F-111 ex-gratia and the Prisoner of War (Japan and Korea) payments.

Victorian Residency

Applicants for public housing are generally required to be residents of Victoria. However the Department also accepts applications from people living in other states who can provide the Department with a contact address in Victoria and who:

- have an offer of employment in Victoria
- are former Victorian residents (normally within the last ten years)
- need to return to Victoria to be reunited with their family
- have medical reasons for moving to Victoria
- are escaping family violence.

The primary applicant must provide written documentation relevant to their circumstances stating the reason they wish to reside in Victoria. In the case of applicants accepting an offer of employment they must also provide documentation to confirm they will be income eligible once they commence their employment.

Applicants residing outside Victoria do not need to provide a Victorian address if they reside in a town that is on or near the Victoria border, e.g. Moama in New South Wales, Bordertown in South Australia, or Albury in New South Wales.⁶

Minimum Age Requirements

Applications from applicants 17 years of age and under can only be approved to the waiting list by the Team Manager on authorisation by the Tenancy & Property Manager or equivalent.

Applications from applicants aged less than 15 years can be approved by the Tenancy & Property Manager or equivalent where:

- the Regional Office of the Child Protection Unit provides written advice that no other housing arrangements are in place
- the applicant receives an independent income.

⁶ Approved border towns are: Albury, Barooga, Buronga, Corowa, Dareton, Euston, Gol Gol, Holbrook, Howlong, Moama, Mt Gambier, Mulwala, and Wentworth.

If the applicant is still under 15 years of age when an offer of housing is made, their legal guardian will be required to co-sign the Tenancy Agreement or sign it on their behalf.

Approval for signing the Tenancy Agreement is also required from the Tenancy & Property Manager or equivalent.

Outstanding Charges

Refer Bond Loan Scheme Manual

Applicants and / or other household members who have outstanding charges can be approved for General Housing. However, an offer of housing cannot be made until the outstanding charges have been paid in full. Special repayment procedures apply to applicants approved for early housing allocation.⁷

Outstanding charges include:

- rental arrears (including service charges)
- water consumption charges (debited to maintenance accounts between 1991 and 1994)
- outstanding Bond Loans
- maintenance arrears - only those charges
- which have been substantiated
- appear as a Tenant Responsibility (TR) charge on the Rental Account Statement.

For pre-September 1991 and pre-June 1997 maintenance charges, see ⁸

If the outstanding charges were accrued from a joint tenancy or loan and only one of the signatories to the tenancy or loan reapplies for public housing, the outstanding charges are apportioned equally according to the number of signatories to the Residential Tenancy Agreement or bond loan application. For example, if a group household of three people received \$450 bond, they are each required to repay \$150 before they can be offered housing.

As joint tenants are 'jointly and severally' responsible for the account, they are also required to sign a repayment agreement to repay the outstanding portion of the debt.

As referred to in the Bond Loan Scheme Manual, **Bond Loans** do not need to be repaid:⁹

- where it is demonstrated that the bond has been illegally withheld by the landlord
- if the bond is retained by the landlord as the tenant could not provide sufficient notice of their intention to vacate due to their requirement to commence public housing tenancy.

Bankruptcy

Applicants or other household members who have outstanding charges that are subject to bankruptcy may be approved for General Housing with no waiting period.¹⁰

When a person is declared bankrupt, any outstanding charges up to the date they were declared bankrupt are not recoverable by the Department. However any outstanding charges accrued after that

⁷ Rental and Maintenance arrears accrued prior to 5 August 1989 can be found on microfiche. Finance and Corporate Services Branch have all microfiche data. An account number is required to locate the data on microfiche.

⁸ Applicants or household members who have a pre-September 1991 maintenance debt that has been written off are not excluded from rehousing due to this debt.

Applicants who have a pre-14 June 1997 maintenance charge are not excluded from rehousing due to this debt if:
the charge is past the Statute of Limitations and has not been substantiated; or
the charge has not been substantiated at VCAT.

⁹ Prior to 19 January 1998, applicants were not required to repay outstanding bond loans prior to signing a Department Residential Tenancy Agreement.

¹⁰ Prior to 2 April 2002, the household could not receive an offer of housing for a period of 12 months from the date of approval on the housing application or from the date bankruptcy was declared if already approved to the waiting list.

date must be paid in full prior to an offer of housing. See the **Bankruptcy Chapter** in the Tenancy Management Manual for further information.

The applicant must provide documentation confirming they have been declared bankrupt. This may include:

- Notification from the Receiver's Office
- Notice to Creditors
- Statement of Affairs
- Certificate of Discharge.

The Statute of Limitations

Although the Department is unable to pursue statute barred debts in a court or tribunal, the Department as a matter of policy requires that applicants and all other household members pay all outstanding charges in full, or their portion of the debt, prior to being offered housing.¹¹

Other Tenancy Breaches

The Department does not approve applications for General Housing for a period of twelve months from the date a previous tenancy was terminated where:

- the Department had previously obtained an Order for Possession for a tenancy breach (excluding rental arrears), such as anti-social behaviour
- **RTA (s.243 & 244)** an Immediate **Notice to Vacate for dangerous** behaviour or malicious damage had been issued, and either an Order of Possession was granted or the case was not heard at VCAT as the tenant vacated prior to the hearing date.

This policy applies for all household members listed on the application, regardless of whether they were a tenant or resident of the terminated tenancy.

Households that have already lodged an application at the time of vacating will have their effective date forwarded by 12 months.

After 12 months, applicants must show evidence of changed behaviour before their application can be approved. For example: a reference from a private landlord. The evidence must relate directly to the behaviour, which resulted in the breach of their previous tenancy agreement.

2.2.1 Carers

Refer Matching Clients with Housing Chapter

The Department offers an extra bedroom to applicants who require full-time live-in care.

If care is provided by a spouse, partner or other family member, the application is assessed in the same way as for other household applications. The carer does not have to be receiving a carer's pension from Centrelink.

Carers can be people who are:

- eligible for public housing and who will live with the applicant on a permanent basis.

¹¹ The Statute of Limitations provides that creditors must commence legal proceedings to recover outstanding monies within a specified period of time. Where outstanding charges occur under a Residential Tenancy Agreement, landlords must commence legal proceedings within six years from:

- the date the outstanding charge first occurred, or
- the date on which the client acknowledged the outstanding charge, for example, signed an agreement to repay, or
- the date a part payment was made.

- ineligible for public housing and who will live with the applicant on a permanent basis
- attendant carers who will be providing full-time care that includes the provision of overnight stays. Attendant carers provide full-time assistance with daily living tasks on a 24 hour roster system every day.

Attendant care can be provided by either rostered carers from an appropriate organisation or by two or more nominated family members.

An applicant who must have access to care that is only available from certain locations may apply for a **Special Housing Requirement**, as referred to in the Matching Clients with Housing Chapter and **Policy Statement Individual needs: Special housing requirements** in this manual.

The applicant's treating health practitioner is required to complete the relevant sections in the **Application for special housing requirements** confirming that full time care is required, as well as the details of the type of full-time care required. Additional documentation may also be required.

If the details of the carer are not provided at the time that the application is lodged, the application will be placed on a two bedroom waiting list. However, an applicant cannot be housed in public housing until this information has been provided.

Carers who live with the applicant on a permanent basis and are eligible for rental housing are included on the tenancy agreement.

Carers who live with the applicant on a permanent basis, but are ineligible for public housing, will be included in the household as a resident only, and if the applicant leaves the property the carer will also be required to leave.

Rostered attendant carers will not be included as residents when the applicant is housed.

Where live-in carers have household members or dependants who plan to live with them on a permanent basis, the household is allocated the appropriately-sized property to accommodate all the eligible household members, according to the Housing Size Guidelines.

Assessing Eligibility

Eligible Applications

Once an application is assessed as eligible, the application is approved and placed on the applicant's preferred broadband area that matches the household's size. Applicants can choose a maximum of three broadband areas.

Where an applicant selects a broadband where the Department does not have any properties that match the household's eligible accommodation scheme and bedroom size, the Department contacts the primary applicant to nominate other broadband areas.

***Note:** Current tenants who lodged a transfer application after 17 November 1996 cannot nominate the waiting list where they currently live as a preference unless they have been approved for an Early Housing Allocation. An exception applies to older persons living in bedsitter accommodation who wish to transfer to more suitable (one-bedroom accommodation) within the same location or building.*

Ineligible Applications

If an application is assessed as ineligible according to the eligibility criteria, the Department advises the applicant in writing within 28 days of receipt of all documentation. If the applicant becomes eligible at a later date, they are able to lodge a new application.

Registered Housing Providers

Where an applicant indicates on the application form that they would like their housing application to be referred to a Registered Housing Provider, including Aboriginal Housing Victoria (AHV), the application when referred is considered on both the Department's waiting list and the Registered Housing Provider's

waiting list for housing. The applicant may be offered a property by either the Department or the Registered Housing Provider.

If the applicant accepts an offer of a property from the Registered Housing Provider, the housing application is removed from the Department's waiting list. A letter is sent to inform the applicant that the application has been removed.

Where the applicant refuses a property offer by the Registered Housing Provider, this does not affect the amount of offers they are eligible to receive from the Department.

***Note:** Where the applicant or other household member is identified as Aboriginal or Torres Strait Islander, however, has not indicated that they would like their details referred to AHV, contact the applicant to determine if they would like a referral made to AHV.*

Mutual Swaps

Refer Mutual Swaps Chapter

Eligible Department tenants are permitted to swap properties with other tenants within Victoria provided they meet pre-determined criteria. This process is called a mutual swap.

Refer to the Mutual Swaps Chapter of this manual for further eligibility information.

Telephone Calls

Refer Introduction and Overview Chapter

Refer Business Practice Manual

The Application for Public Housing form includes a section for applicants to give their telephone details.

Whilst telephone contact is primarily used to facilitate an offer of housing, the Department may occasionally contact the primary applicant. When telephone contact is made for this purpose, a letter confirming the verbal offer is also sent to the applicant to clarify information provided in the application or to request that they attend the housing office for an interview. In instances where telephone contact is made, a letter confirming these discussions is also sent to the applicant as outlined in the Introduction and Overview Chapter of this manual.

Privacy Principles apply in all contact with applicants as referred to in the Information Privacy Chapter of the Business Practice Manual.

Contact and Address Verification

Authorised housing staff, with client consent, should use Centrelink's Contact and Address Verification (CAV) Service to access and view current address and contact details in order to confirm the details held by the Department or locate a client so a housing offer can be made.

CAV allows authorised housing staff, with client consent, to access and view the following information:

- current address and contact details in order to locate a client so a housing offer can be made; and
- the address history (up to 2 years) to support a client's application for early housing assistance.

Applications and Eligibility Procedures

Receiving and Registering (Capturing) Applications

Refer Business Practice Manual

Refer Maintenance Manual

Applications for Public Housing may be received by mail or accepted over the counter at a housing office.

Local office staff provide assistance with completing the form if requested by the applicant.

If assistance is required but cannot be provided at the time of the request, arrange an alternative time for the applicant to return to the local office to complete the form. Ensure that this assistance is provided in a confidential setting. Advise them that their application cannot be considered unless they provide all the necessary documentation.

When receiving an Application for Public Housing, stamp the application with the date it was received at the local office.

Ensure that all documentation and client information received is managed in accordance with the Information Privacy Act 2000 (IPA) as outlined in the Information Chapter of the Business Practice Manual.

The housing application must be captured in HiiP within 14 days of receipt, regardless of whether all the necessary documentation is attached to the application.

The department checks if the primary applicant has been a client in the past. If the applicant has been a previous client, link their current application to their existing client record. This will ensure that the Department has an accurate history of all the services the client has been provided by the Department. Where it is found that a client is linked to an active application, that is an application that is at new, assessed, approved or revivable status, take note of section 2.3.4 below before proceeding.

Enter and save in HiiP the remaining personal details of the primary applicant, where they are an existing client, or create a new client record, where they are a new client. A Service ID will automatically be generated. The effective date defaults to the date the application is entered in HiiP and the application will have a status of NEW. If the housing application is entered in HiiP after the date it was received (as shown by the date stamp on the form), backdate the effective date to the date the application was lodged with the local Office, or the effective date of a 'split' application.

Whenever necessary, ensure that the primary applicant is kept informed of decisions relating to their application. The letters generated from HiiP are to be sent for this purpose; however additional confirmation can occur via a telephone call.

Create a hard copy housing application file. On the front of the file, list the following:

- the Service ID number generated by HiiP
- the effective date
- the applicant's name and contact address
- any previous or current accounts (rental or bond) that the applicant has with the Department.

Scan all documents and forms provided by the applicant into HiiP, and secure these in date order in the file. Number the pages starting at '1' from the earliest document to the latest.

If the application is not fully processed immediately HiiP generates a letter of acknowledgment to the applicant.

Transfer Applications

Indicate in HiiP whether the public housing application is a 'transfer' (at release 6, HiiP will identify this).

Inform the applicant that the Department inspects properties of current tenants prior to an offer of transfer being made.

At the inspection, an exit **Tenancy Condition Report** as outlined in the Maintenance Manual is completed, and maintenance for which the tenant is responsible is arranged and completed prior to transfer. This ensures that any costs for which the tenant is responsible are charged to the tenant's account and paid prior to the tenant transferring out of their current property.

Checking forms and documentation

Ensure the application has been correctly completed and that:

- the application has been signed by the applicant
- the signature has been witnessed
- the correct documentation has been supplied for each household member for each of the following eligibility criteria.

Note: The 'Information to Check' column in Table 2.2 below should be used as a guide only. For detailed information regarding eligibility refer to the appropriate policy section of this chapter.

Table 2.2 – Checking documentation

Eligibility Criteria	Information to Check
Permanent Residency	<ul style="list-style-type: none"> • if a household member was born overseas check that appropriate documentation supporting permanent residency status, or their application for permanent residency, has been supplied. • if the documentation has not been supplied the application is considered incomplete.
Identity	<ul style="list-style-type: none"> • check that proof of identity has been supplied for all household members over 15 years of age who receive an independent income. • check that documentation confirming household size is provided where the application includes dependant children. • if the documentation has not been supplied the application is considered incomplete.
Income	<ul style="list-style-type: none"> • check the income and supporting information matches each household member's circumstances. Check that the household member is not subject to a Centrelink qualifying period. Check that the Centrelink Reference Number (CRN) is available for all household members receiving Centrelink payments. • if the income information received does not match the household's entitlement, the application is considered incomplete.
Assets	<ul style="list-style-type: none"> • check if appropriate documentation has been supplied and the documentation matches the assessable assets listed on the application, including ownership of real estate. • check if the assets produce an income, e.g. dividends from shares. Include this in assessable income. • if the documentation of assets owned does not meet the Department requirements the application is considered incomplete.
Victorian Residency	<ul style="list-style-type: none"> • if the applicant lives interstate, check that they have provided a Victorian contact address and the necessary documentation to support their application. • if the necessary documentation has not been provided the application is considered incomplete.

Entering the Application details in HiiP

Refer Matching Clients with Housing Chapter

Refer Supported Housing Chapter

Refer Special Housing Needs Chapter

Refer Mutual Swaps Chapter

Entering the housing applications details in HiiP involves capturing both the information related to the housing application itself, and the details of each household member, including their financial details and support needs.

Household details

Search the HiiP client register and where the client exists in HiiP; link the household member to the housing application. This will ensure there is no duplication of clients created in HiiP, and that any outstanding charges are linked to the new application and can be checked throughout the entire application process.

The Housing Services Officer must make a careful comparison between the applicant's or household member's details and any matches displayed by HiiP to confirm that they are the same person, before adding any clients to an application in HiiP.

Where no current record exists, a new client record is created in HiiP and linked to the housing application.

Where a primary applicant who lodges a new public housing application is also found to have an existing active application, refer to section [2.3.4](#) below.

Note: A dependant may be included simultaneously on two public housing applications if the documentation confirms that their care is shared between different adults listed on the respective applications.

Financial details

Enter each household member's income and asset details. Ensure that the CRN is entered for all household members in receipt of a Centrelink Payment.

Note: Both assessable and non-assessable incomes are entered in HiiP. HiiP will determine which incomes are assessable for housing eligibility purposes.

Support details and housing history

Enter any details of the household's support needs and their housing history.

Information about housing need and accommodation requirements

Enter information about the household's application and circumstances e.g. any urgent housing needs, whether a transfer or mutual swap is requested. See **Supported Housing Chapter**, **Special Housing Needs** and **Mutual Swap Chapters** from this manual for further information.

Send the applicant any information about other forms of housing assistance they have requested.

If the applicant has consented to their housing application being referred to a Registered Housing Provider, record this in HiiP.

Waiting list preference details

HiiP will automatically determine the eligible housing size based on General housing eligibility criteria; however, this can be changed to a larger or smaller size depending on an applicant's eligibility for larger or smaller sized housing as outlined in the **Matching Clients with Housing Chapter** of this manual.

If other household members are not eligible, continue to approve the application but do not include ineligible members when determining the housing size (i.e. number of bedrooms).

Note: If the applicant has listed more than one location that is within the same waiting list area, enter each of these individual locations. This ensures that any data collected for stock planning purposes includes all preferred locations of applicants, not just their first.

Where a household member is part of an existing application

Refer Managing Applications Chapter

When selecting existing Department clients to attach to an application, HiiP will check whether the client is already attached to an existing application. Where this occurs, the Department contacts the primary applicant of the new application to discuss how they would like to proceed. The Department may update the existing application; mark the new application as a duplicate, or 'split' the household member from the existing application, or in the case of dependants change the role from "dependant – full custody" to 'dependant – shared custody', thus allowing the dependant to be on two applications (where documentation has been provided confirming custody arrangements).

Update Existing Application

Refer to Managing Applications Chapter

Duplicate Applications

When entering the details in HiiP of the new (duplicate) application, select the option 'Duplicate Application', which will make this application ineligible.

Send a letter to the primary applicant via HiiP advising that they have submitted a duplicate application and providing details of their existing application.

Create a new hard-copy housing application file as described above and write 'Duplicate Application' on the top of the front cover.

Update the existing public housing application with the details contained in the new (duplicate) application and re-assess the existing application for eligibility.

If the original application to be updated is held at your office, update all the details in HiiP. Scan any new documentation received into HiiP and attach it to the relevant Service ID. Place the documentation on the hard-copy application file.

If the original application is held at another office, scan any new documentation into HiiP and attach to the relevant Service ID. Forward the household's documentation to that office.

Splitting Applications

When entering the details in HiiP of the new housing application, select the option 'Split Application'. HiiP will remove the household member from the existing application, allowing them to be entered on the new application.

Effective date of a 'split' application

Subject to eligibility, the effective date of the new application is automatically backdated by HiiP to the date this person joined the existing application.

However, it is important to check the existing application and determine when the client joined the application. If the client was not considered independent when they joined the existing application (for instance, they were a dependant on the existing application), this is not considered a split application. The client is removed from the existing application, and the Department contacts the primary applicant of the existing application to clarify the household. The client that has been removed can now be added on

to the new application outside of the split application process and their effective date will be the date the new application was received.

Dependants

Where a dependant is listed on another application, contact the primary applicant, where documentation has not been provided in relation to custody arrangements. Where documentation has been provided showing that the primary applicant has full custody, remove the dependant off the existing application. Where documentation has been provided showing that the primary applicant has shared custody, change the dependants role to "Dependant – Shared custody" on both applications.

Assessing Applications

Refer Tenancy Management Manual

Assess housing eligibility

Once all of the details contained in the Application for Public Housing have been entered, HiiP will assess the application against the eligibility criteria and indicate whether any criteria are failed.

If the applicant fails one or more eligibility criteria, determine whether a policy consideration can be applied (e.g. where a household member has no income).

If a policy consideration applies which cannot be approved by the HSO, escalate the application to a Team leader or Tenancy & Property manager or equivalent for approval. Check that the approver is available to process the escalation on the same day.

If the applicant is not eligible, make the application ineligible in HiiP. A letter will be generated by HiiP informing the applicant:

- that their application is ineligible
- the reason their application is ineligible.

If another household member is not eligible for rental housing, proceed with entering their details in HiiP. Send a letter to the applicant advising them which household member is not eligible, and that this household member will not be included when determining the appropriate property size for the household. If the ineligible household member is a child aged 18 – 24 years of a transfer applicant, they are exempt from the eligibility criteria and are included in the household for property size assessment, provided they have lived in the household for a period of at least six months. Check the tenant's rebate file to confirm that the child has lived in the household for at least six months. However, if the ineligible household member is the applicant's spouse, the application is made ineligible.

If the household has members who are not dependants and who do not have an independent income, e.g. sponsored migrants, enter the applicant's details in HiiP and make a note on the front of the application file that these details must be reassessed prior to an offer of housing.

The relevant policy consideration will need to be selected in HiiP to proceed with the assessment of the application.

Household members previously evicted for breaches of tenancy

If the primary applicant or any household member is subject to the 12-month waiting period for previous tenancy breaches, ensure 12 months have passed since the property was vacated and that they have supplied appropriate documentation.

If 12 months has not elapsed, the application should be registered and assessed in HiiP with the effective date forward dated to the date the 12 months will have elapsed. Write to the applicant advising them:

- which household member is not eligible

- that they can retain the application, but that the ineligible member will not be permitted to be a household member when a property is allocated if they have still not satisfied this eligibility criteria.

If the applicant is subject to the 12-month waiting period, an offer of housing can not be made until the 12-months have passed and they have supplied appropriate documentation.

Incomplete Applications

If the application form is not complete or the required documentation has not been included, the application must be captured in HiiP and a letter sent to the applicant, and where necessary the incomplete form, advising them:

- the sections of the form that are incomplete
- what documentation they are required to provide
- that the required information must be returned to the Housing Office within 28 days or their application will be made ineligible.

If an incomplete form is to be returned to the applicant, scan the form into HiiP.

If the applicant does not return the required documentation within 28 days make the application ineligible. If only some of the requested documentation is supplied, write to the applicant again explaining what is still required. Allow the applicant a further 28 days to provide the remaining documentation.

If the documentation is not provided within the required time, make the application ineligible and advise the applicant in writing that:

- their application has been made ineligible
- the reason that the application is ineligible
- that they may reapply in the future.

If the applicant has a representative acting on their behalf, send copies of any letters sent to the applicant to their representative, where the client has requested this via the application form.

Ineligible applications may only be revived where the applicant can prove that they were eligible at the time they applied and that they provided the necessary documentation within the required time.

Public Housing Interviews

Where necessary, or at the applicant's request, arrange an interview to discuss the household's application. Some examples where an interview or telephone contact may be appropriate are:

- the applicant has selected a waiting list area that significantly reduces their opportunity to be housed. It may be in the applicant's interest to consider neighbouring areas
- the application includes sponsored migrants or household members who do not have an independent income. In this situation, it would be beneficial to explain to the applicant the implications this has on their application and future offers of housing
- the applicant or another household member have outstanding debts, and repayment options need to be discussed.

To arrange an interview, either contact the applicant by telephone and make a note on HiiP detailing why the interview was requested, or send a letter to the applicant. Place a copy of the letter on the applicant's file.

The applicant may be interviewed at the office that holds their file, or they may select another local office if this is more convenient. If the applicant chooses another office, update HiiP and the file. Scan all documentation (including the application) into HiiP and make contact with the applicant's preferred local office to arrange an interview.

Approving Applications to the Waiting List

If the applicant satisfies the General Housing eligibility criteria, approve the application in HiiP.

If the applicant is aged less than 17 years, and they meet all General Housing eligibility criteria and have provided all the necessary documentation, escalate the application to the Team leader to seek Tenancy & Property manager or equivalent approval. The Team leader can then approve the application in HiiP.

If the applicant's first listed preference is for an area managed by another local office, update the 'processing' office details in HiiP to that office, and send the hard copy file to the appropriate office. Enter a filenote in HiiP recording the file has been transferred to the other office.

Send the HiiP generated letter informing the primary applicant that their application has been approved.