

OPERATIONS: Eligibility & Allocations Policy

POLICY STATEMENT

Haven Home Safe (HHS) aims to provide housing options that offer security of tenure to eligible low to moderate income Victorian households. The determination of eligibility and allocations by HHS for all Social or Affordable Housing properties will be applied in a fair, transparent and consistent manner.

PURPOSE OF POLICY

This Level 2 policy explains who is eligible for housing with HHS Social and Affordable housing, how the application will be assessed, and HHS ensures available homes are allocated fairly.

GUIDING PRINCIPLES

In determining eligibility and housing allocation, HHS will ensure:

- **Fairness and Transparency:** All decisions regarding eligibility for and allocation to Social or Affordable Housing are fair and transparent.
- **Accessibility:** Application processes are simple, communicated clearly and support is offered where needed.
- **Efficiency:** Properties are allocated efficiently to meet demand and reduce vacancies.
- **Sustainability:** The allocation process aims to create stable, long-term tenancies
- **Appropriate Allocation:** All properties are matched to applicant household composition and need.

SCOPE

This Policy applies to all Social or Affordable housing properties owned or managed by HHS. This Policy does not apply to Specialist Disability Accommodation (SDA) properties or other properties that have specific eligibility requirements.

RESPONSIBILITIES

Executive	Approve policy
CBSO	Executive owner of this Policy
Snr Lead Housing Governance	Responsible for the administration of this Policy and associated SOPs, and for ensuring compliance with this Policy
Operational and Finance Employees	Responsible for tenancy management, rent setting, rent reviews, and rent administration. Must report any issues of breaches of this Policy to their line manager and the Senior Lead, Housing Governance
Allocations Officer	Responsible to work with TPMs to facilitate and manage the housing allocation process to ensure all vacancies and allocations for Social and Affordable housing are assessed according to eligibility guidelines.

Recommended by: TOMI Working Group

Dec 2025

Approved by: Executive

Scheduled review:

Dec 2027

Policy level: 2 Version: v3

Risk Rating: **MODERATE**

This policy has been approved by Haven Home Safe CEO.

Signed:



Name/Position: Trudi Ray, CEO

15.12.2025

DEFINITIONS

Affordable Housing	Housing where rent is set at a discounted rate of the independently assessed Market Rent.
Arrears	Accrued unpaid rental debt
Market Rent	The rent payable for a comparable property in the private market, determined annually by an independent valuer.
CRA	Means Commonwealth Rental Assistance which is a government payment to help assist eligible Renters with rent. Rent Assistance - Services Australia
Discounted Rent	Rent charged to eligible Renters as follows: <ul style="list-style-type: none"> • Social Housing calculated using DFFH Victorian Housing Register (VHR) application guidelines (Refer to https://www.housing.vic.gov.au/social-housing-eligibility Homes Vic); & • Affordable Housing calculated at 74.9% of Market Rent, subject to income eligibility criteria.
Household Composition	The people approved to live in a property that may include Renters, residents and dependents.
Household Income	Total assessable income of all adult household members, including income for dependents.
Household Members	People other than the Renter who have been authorised by HHS to reside at the property
Market Rent	The rent payable for an equivalent property in a similar location as independently assessed by a qualified valuer or property professional.
Rental Bond	An amount equal to four weeks of the discounted rent, lodged with the Residential Tenancies Bond Authority (RTBA).
Renter	The person or persons who sign a Residential Rental Agreement with HHS
Rental Rebate	Is the dollar amount of rebate that HHS applies. Being the difference between the Market Rent and the amount of rent a Renter pays, based on gross household income.
Residential Rental Agreement	Is a legally binding contract between HHS and the Renter that outlines the terms, conditions and responsibilities for renting a residential rental property, in accordance with the <i>Residential Tenancies Act 1997 (Vic)</i> .
Social Housing	Short and long-term rental housing owned or managed by HHS, with eligibility determined by the Victorian Government
Weekly Rent Payable	Is the dollar amount of rent which will be charged to the Renter each week plus any additional costs (where applicable).

DETAILS

General Eligibility

Both HHS Social and Affordable properties have the following eligibility requirements:

1. [Age](#)
VHR Applicants who are under 18 years of age must have their application co-signed by a suitable guarantor.
2. [Residency](#)
Applicants must be either Australian citizens or permanent residents. Preference will be given to allocating people already residing in proximity to the vacancy or moving to the area due to employment or family reasons.
3. [References](#)
Applicants will be requested to provide two recent rental and one personal reference and should be able to demonstrate that they can sustain a tenancy through paying rent, maintaining a property, being a good and responsible neighbour, and engaging with rental provider and/or support agencies.

Social Housing Eligibility

- All applicants must be eligible for Social Housing under the Department of Families, Fairness and Housing (DFFH) Victorian Housing Register (VHR) application guidelines
 - Refer to <https://www.housing.vic.gov.au/social-housing-eligibility>
- All applicants must have a current VHR application and consent to Community Housing on VHR
- Initial tenancy agreements are offered for a term of 12 months and renewed for either 1, 2 or 5 years depending on household circumstances.
- Income limits apply
- Refer to the *Social Housing Rent Policy*.

Affordable Housing Eligibility

- i. Eligibility for Affordable Housing properties is assessed against sections 3AA and 3AB of the *Planning and Environment Act 1987* (Vic) - 'Moderate Income Households'.
- ii. Vacancies for Affordable Housing properties are advertised on www.realestate.com.au, www.domain.com.au and the HHS website.
- iii. Allocation is based on a first-in-first-served basis (only complete applications will be assessed).
- iv. For Affordable Housing rent is set at 74.9% of the Market Rent and reviewed annually. See the *Affordable Housing Rent Policy*
- v. Affordable Housing tenancies are offered for 12-month terms with renewal of the tenancy agreement offered upon satisfaction of continued eligibility and good Renter behaviour.
- vi. Some vacancies will be held for specific household types – e.g. Disability modified
- vii. Income limits apply.

Allocations

HHS aims to promote a successful and sustainable tenancy when matching Applicants to properties. This means matching an Applicant to a property that:

- is large enough for their household
- meets any special needs of household members
- makes the best use of available housing stock

When determining the suitability of a household to property at the point of allocation, HHS will consider:

- People 18 years and over having their own bedroom
- Siblings of different genders not being required to share a bedroom regardless of age
- Children of the same gender within a household can share a bedroom
- Only single person households can occupy studio units or rooming houses
- VHR eligibility

Where a household is identified as not meeting the required composition to meet the property size, a transfer will be offered where stock is available and suitable to ensure appropriate allocation and utilization of housing stock.

For Social Housing Renters, HHS will support an application for a transfer. For Renters in Affordable tenancies, HHS will assess whether there are vacant properties more suitable for the household, and if not, support the Renter to seek alternate housing options. Refer to Factsheet for *Household Composition and Bedroom configuration*.

Hardship

Renters must continue to pay their rent during any periods of financial difficulty or absence from the property. However, where a Renter is experiencing financial difficulties or unusual circumstances which are impacting their ability to meet rent payments, the Renter may apply to HHS for consideration for short term hardship relief. (Refer HHS' Hardship Policy.)

RELATIVITIES

Related Legislation, HHS Policy and Procedure

Residential Tenancies Act 1997 (Vic)
Privacy Act 1988 (Cth)
Privacy and Data Protection Act 2014 (Vic)
Planning and Environment Act 1987 (Vic) s.3AA, 3AB

Australian Human Rights Commission Act 1986 (Cth)
Equal Opportunity Act 2010 (Vic)
Racial Discrimination Act 1975 (Cth)
Disability Discrimination Act 1992 (Cth)

Policies

- Eligibility and Allocations SOP and Factsheet
- Social Housing Rent Policy and SOP
- Affordable Housing Rent Policy and SOP
- A Good Neighbour Policy
- Feedback – Enquiries, Compliments and Complaints Policy and SOP
- Hardship Policy
- Privacy Policy and SOP

END