

Allocations Policy

Purpose

To define Alliance Housing's approach to allocating housing to eligible tenants across its housing programs and services.

Scope

This policy applies to all housing programs delivered by Alliance Housing.

Current housing programs offered by Alliance Housing are: -

Social Housing (Band A)	rental accommodation made available for people on low and very low incomes.
Affordable Rental (Band B)	rental accommodation for households on low to moderate incomes.
Specific Needs Housing	rental housing for tenants with health, medical or other specific needs groups.
Special Purpose Projects	rental housing projects delivered to target specific local circumstances or needs.

Intent

Alliance Housing manages a range of housing stock sourced from a variety of funding sources. In managing this housing for our communities, Alliance Housing seeks to ensure its available housing stock is used to provide maximum benefit to our tenants and meets the policy intentions of our funding partners.

In allocating housing, we seek to ensure that we:-

- a) Provide housing that meets the individual or households' specific needs;
- b) Are fair and equitable in offering housing to eligible households;
- c) Make every effort to provide housing that enables our tenants with every opportunity to maintain a successful tenancy;
- d) Are open and transparent in our allocation processes;
- e) Comply with our obligations to our funding and regulatory partners.

Policy

Alliance Housing will allocate housing across its housing programs as follows:

1. Social Housing and Affordable Rental

Social housing will be allocated to eligible people from the Joint Waiting List consistent with the Department of Communities' Community Housing Allocations Policy – <https://www.wa.gov.au/system/files/2025-07/community-housing-allocations-policy-chap.pdf>

The Joint Wait List includes new applicants for social housing and tenants who have been approved for transfer from Department of Communities accommodation. Generally, allocations will be made according to priority, date of application and the suitability of the property available.

Affordable Rental is housing for tenants who are no longer eligible for Public Housing but who meet the criteria for Affordable Housing. Those who are currently in social housing and are no longer eligible or those who are ineligible to apply for social housing can apply direct to Alliance Housing and be placed on an Affordable Rental waitlist.

1.1 Non-standard Allocations

In seeking to enrich the lives of our tenants and play a critical role in supporting our communities, Alliance Housing recognises that at times it may need to vary its standard allocation policies. As such, Alliance Housing reserves the right to make non-standard allocations that meet the needs of the individuals and/or local communities we serve.

Non-standard allocations may occur in circumstances where Alliance Housing:-

- a) wishes to support someone who is at serious risk or in imminent danger;
- b) provides an urgent transfer to support tenancy management, redevelopment or other strategic or operational objectives;
- c) supports a person with specific needs e.g. if they need a specific location or property;
- d) is required to meet internal or contracted strategic objectives;
- e) is supporting the outcomes of partnered support agencies including the Department of Communities;
- f) has a property that is difficult to allocate.

The reasons for non-standard allocations must be supported by evidence and documented.

Non-standard allocations can only be approved by the Chief Executive Officer and are to be reported to the Board at the next available meeting.

2. Specific Needs Housing

Specific Needs Housing is generally provided for targeted groups with unique criteria for assistance. Alliance Housing will ensure that it complies with the policies and guidelines for the specific program and any service agreements when making allocations for Specific Needs Housing.

3. Special Purpose Projects

Some housing projects are funded or developed to meet specific community needs and additional criteria may apply to ensure the properties are allocated in accordance with either funding or contractual arrangements.

4. Allocation Process

When a property becomes vacant, Alliance Housing will invite selected applicants to submit an application with relevant documentation to ensure that they are still eligible for housing and that the vacant property best meets their needs in relation to type, size, location, services, facilities, support services and social needs.

4.1 Property size allocation

To ensure that properties are used to their full potential, applicants will generally be allocated to the following size properties:

Single or Couples	1 or 2 bedrooms
Single Parent or couple with 1 or 2 children	2 or 3 bedrooms
Single Parent or couple with 3 children	3 or 4 bedrooms
Single Parent or couple with 4+ children	5 or 6 bedrooms
Adult Sharers	1 bedroom each

Discretion in allocating property sizes will apply for special circumstances, such as:

- Cultural needs
- Medical conditions
- Carer support
- Gender, age or special needs of children in the household
- Joint custody arrangements
- Grandparents who support grandchildren

4.2 Offers

Applicants will be invited to view the property and a formal offer made if the property is acceptable and suitable for them.

Applicants will be advised of the fortnightly rent and bond amount payable on the day of entry to the property. Applicants will also be advised of any strata rules which apply to the property.

Applicants must advise within 24 hours after viewing the property whether they will be accepting the offer. An offer of housing may be withdrawn if the applicants do not confirm their acceptance or if information that an applicant submits was found to be incorrect to give deliberate misinformation. Alliance Housing can also withdraw an offer due to business reasons.

4.3 Hand over

A formal meeting will be arranged with a suitable time and date of both parties for the hand-over of the property. The Tenancy Agreement and other relevant forms will be signed, the rights and responsibilities of both parties, Part C of the Tenancy Agreement will be explained and the new tenant welcomed as the keys are handed over.

Legislation and Compliance

Where applicable, this policy will be implemented consistent with:

- *the requirements of the Western Australian Community Housing Regulatory Framework*
- *the Residential Tenancies Act*
- *the Retirement Villages Act*
- *Community Housing Allocation Policy*

Implementation, Review and Amendments

This policy is applicable from the date of Board Approval.

Alliance Housing will review this policy on a regular basis to ensure it remains up to date.

Document/ Version Number	Amended By:	Amendment Narrative	Board Approval Date	Status
AH-ALLP/1	Elysian Consultants	New Policy Document	17/02/21	Superseded
AH-ALLP/1	Senior Admin	Reviewed -No changes needed	17/08/22	Approved
AH-ALLP/1	CEO	Reviewed and expounded	07/07/25	Approved