

# ALLOCATIONS FOR LONG-TERM HOUSING POLICY

## 1. Why we need this policy

- 1.1 Launch Housing is a registered Community Housing Provider, regulated by the Victorian Housing Registrar.
- 1.2 Launch Housing delivers affordable housing to low-income renters.
- 1.3 The purpose of this policy is to detail how Launch Housing makes allocations to vacant properties in their long-term housing portfolio.

## 2. Who this policy applies to

- 2.1 This policy applies to renters in all Long-Term properties owned or managed by Launch Housing.
- 2.2 This policy applies to Launch Housing staff managing these properties.

## 3. Which Launch Housing properties this policy apply to

- 3.1 This policy applies to all Long-Term rental properties owned or managed by Launch Housing.
- 3.2 This policy does not apply to the following housing programs managed by Launch Housing:
  - i. properties managed by Launch Housing under the Transitional Housing Management (THM) Program;
  - ii. head leased properties;
  - iii. properties managed by HomeGround Real Estate;
  - iv. temporary or Crisis Supported Accommodation;
  - v. education First Youth Foyers.

## 4. What this policy includes

### 4.1 Guiding principles

- 4.1.1 In applying this policy Launch Housing will ensure:
  - i. Clear communication is provided to applicants and the community regarding who is eligible for Launch Housing properties;
  - ii. Applicants are matched with properties that meet their housing eligibility, needs and preferences;
  - iii. The housing portfolio is fairly, appropriately and efficiently managed;
  - iv. Vacancies are allocated in a timely and efficient manner;
  - v. All contractual, legal, and regulatory duties are met.

### 4.2 Eligibility and applications

#### 4.2.1 Victorian Housing Register

- 4.2.1.1 Generally, allocations to Launch Housing's long-term social housing will be made to applicants from the Victorian Housing Register (VHR).
- 4.2.1.2 The VHR is the single register for all Victorian social housing applications in Victoria, managed by Homes Victoria, in accordance with the VHR [Eligibility Policy Framework](#) and [Operational Guidelines](#).
- 4.2.1.3 Applicants can [apply for social housing](#) as a new applicant or if they wish to transfer from their existing social housing property.
- 4.2.1.4 Applicants are required to meet the [social housing eligibility criteria](#) as determined by Homes Victoria.
- 4.2.1.5 Applicants selected by Launch Housing from the VHR are required to confirm their current household circumstances, including eligibility and property requirements, to assess their current suitability prior to being made an offer of housing for a vacant property.
- 4.2.1.6 The VHR has two categories:
  1. **Priority Access:** for applicants most in need of housing; and
  2. **Register of Interest:** for applicants who do not have urgent housing or support needs and do not meet the priority access criteria but are seeking housing assistance.

**4.2.2 Nomination rights**

- 4.2.2.1 Launch Housing has housing programs where there is a memorandum of understanding (MoU) with support provider agencies. Applicants are nominated by the support agency who hold nomination rights to the property.
- 4.2.2.2 The MoU details how vacancies will be allocated for properties under that agreement.
- 4.2.2.3 Where nomination rights apply, Launch Housing will:
  - i. establish appropriate arrangements in protocol agreements with referral agencies who have responsibility for nominating applicants for vacancies, to ensure timely and appropriate referrals; and
  - ii. require that referral agencies nominate applicants who have a current VHR application.

**4.2.3 Affordable Housing**

- 4.2.3.1 Launch Housing’s affordable properties are open to all who meet the eligibility criteria.
- 4.2.3.2 Allocation will be based on suitability, eligibility, and property utilisation.
- 4.2.3.3 Suitable applicants may also be sourced from the VHR Register of Interest category, or by support organisation referrals.

**4.3 Allocations**

**4.3.1 Matching applicants to vacant properties**

- 4.3.1.1 When matching people to housing, Launch Housing will conduct a housing needs assessment that includes ensuring that:
  - i. The applicant is still eligible for social housing and meets any specific program eligibility criteria;
  - ii. The property is the right size for the applicant’s household composition (see 4.3.2 housing size guidelines below);
  - iii. The property is located in an area consistent with the applicant’s needs and preferences (e.g., assists the applicant to access required education, employment, or support services);
  - iv. The property meets any special accommodation requirements of the applicant (e.g., modifications for people with a physical disability or mobility impairment);
  - v. The allocation makes the best use of housing stock owned or managed by Launch Housing;
  - vi. The allocation encourages a sustainable tenancy;
  - vii. Any other relevant information that is not detailed in their VHR application is considered;
  - viii. The applicant is provided with an opportunity to view the property.

**4.3.2 Housing size guidelines**

4.3.2.1 The table below summarises eligibility for matching the number of household members to the size of a property, being the number of bedrooms, as set out in the [VHR Clients with special accommodation](#) requirements operational guidelines.

Household Groupings	Description	Min. number of bedrooms
Single person or couple		1 bedroom
Additional resident over 18 years old		1 bedroom
1 child younger than 18 years old		1bedroom
2 children under 18 years old	2 children of same gender	1 bedroom
	2 children of different genders	2 bedrooms
3 children under 18 years old	3 children of same gender	2 bedrooms
	2 children of same gender and 1 of a different gender	2 bedrooms

Household Groupings	Description	Min. number of bedrooms
4 children under 18 years old	4 children of same gender	2 bedrooms
	2 children of each gender	2 bedrooms
	3 children of same gender and 1 of a different gender	3 bedrooms
5 children under 18 years old	any combination	3 bedrooms
6 children or more under 18 years old	6 children of same gender	3 bedrooms
	4 children of same gender and 2 of different genders	3 bedrooms
	any other combination	4 bedrooms

4.3.2.2 To calculate the total number of bedrooms for each household, the number of bedrooms per grouping is added together (e.g., a single adult with one (1) child under 18 years of age would be entitled to two (2) bedrooms, whereas a couple with three (3) children under 18 years of age, two (2) children of one gender and one (1) child of another gender would be entitled to three (3) bedrooms).

#### 4.3.3 Special accommodation requirements

4.3.3.1 Launch Housing aims to make sure that properties with specific features that are in high demand and short supply are only allocated to those applicants who need them, including properties:

- i. that are suitable for older people;
- ii. that have been built or modified to meet the needs of people with a disability;
- iii. on the ground floor;
- iv. with level access;
- v. with a yard/garden.

4.3.3.2 Launch Housing will ask applicants to provide reasonable evidence to substantiate any particular requirements, if this is not contained in a VHR application.

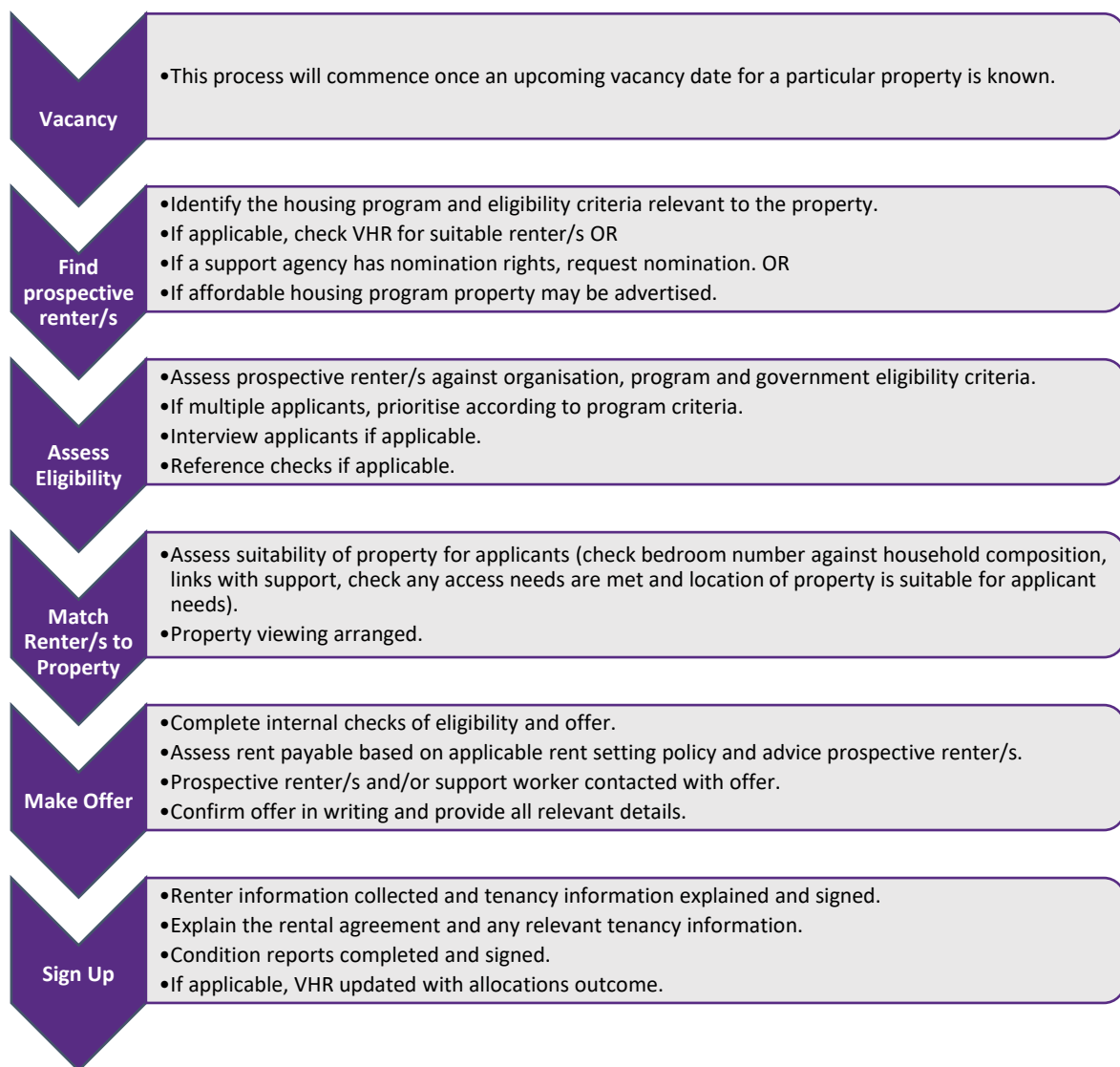
#### 4.3.4 Supporting sustainable communities

4.3.4.1 Launch Housing may adopt strategies to support making sustainable allocations in circumstances where there:

- i. is a high concentration of public and community housing stock in a particular area;
- ii. are existing or potential tenancy management issues in a particular area or building;
- iii. are existing neighbourhood tensions or disputes which may be exacerbated if allocations are not sensitively handled; and
- iv. is a mismatch of supply and demand making the property hard to let.

**4.3.5 Process Map for Long Term Community Housing Allocation Process**

4.3.5.1 The following chart outlines the general process and considerations for community housing allocations.



**5. Who is responsible for this policy**

Who is responsible	Key activities
Launch Housing	<ul style="list-style-type: none"> <li>Allocate renters to suitable vacant properties in the long-term housing portfolio.</li> </ul>
Renters	<ul style="list-style-type: none"> <li>Provide required documentation and current VHR application.</li> </ul>

## APPENDIX: ADMINISTRATION

### 6. Definitions

Term	Definition
Affordable housing	Rental housing programs targeted at low to moderate income households in which rents are set at a discount to market rent (rather than as a percentage of renter/resident income).
Applicant	A person who has applied for social housing.
Director of Housing	Victorian government statutory authority that owns all public housing land in Victoria and which is the principal funding body for community housing.
Eligibility	Criteria for a person or household to be eligible for social housing. In relation to the VHR, these are criteria as published by <a href="#">DFFH</a> .
Nomination rights	Refers to arrangements between Launch Housing and third-party support providers where the support provider nominates applicants for certain vacant properties.
Priority Access	Applicants on the VHR who have been assessed as having a priority housing need. The Priority Access Categories are: <ul style="list-style-type: none"> <li>• Emergency Management Housing</li> <li>• Priority Transfers</li> <li>• Homeless with Support</li> <li>• Supported Housing</li> <li>• Temporary Absence</li> <li>• Special Housing Needs</li> <li>• Special Housing Needs (Aged 55 years and over)</li> </ul>
Priority access	A prioritised category on the VHR for applicants who meet set criteria that demonstrate a need to be housed more urgently.
Public Housing	Properties owned and managed by Department of Families, Fairness and Housing.
Register of interest	A register of applicants on the VHR who do not require urgent housing or have priority support needs, who may benefit from social housing.
Targeted Social Housing	The properties that are considered Targeted Social Housing under agreements between Launch Housing and the Director of Housing.
VHR	The Victorian Housing Register, the state-wide common application for people seeking public housing and community housing.
VHR Eligibility Policy Framework	The Eligibility Policy Framework outlines the criteria an applicant must meet to be eligible for the VHR, how the register works, how to apply to the register and what happens after applying.
VHR Operational Guidelines	The Operational Guidelines support the VHR Eligibility Policy Framework and outline the policy and procedures regarding eligibility, the assessment and management of applications and matching people to housing.

## 7. Related Launch Housing Policies

Document name	Description
Tenancy Transfer Policy	Details how Launch Housing manages requests for transfers including eligibility requirements. It also sets out how Launch Housing initiates management transfers.
Client / Renter Complaints, Feedback and Appeals Policy	Details Launch Housing's policy and process for managing feedback, complaints and appeals made by clients, renters and stakeholders.
Eligibility Policy	Details Launch Housing's policy and process for eligibility criteria for Launch Housing's long- term rental properties.

## 8. Legislation

This policy meets the following legislative requirements:

Name	Description
Charter of Human Rights and Responsibilities Act 2006 (Vic)	Legislation that protects 20 civil, political, and cultural rights and imposes obligations on Parliament, courts, and public authorities.
Housing Act 1983 (Vic)	Legislation for housing law, which seeks to improve housing administration in Victoria.
Residential Tenancies Act 1997 (Vic)	Legislation that regulates the rights and obligations of landlords and tenants in Victoria.

## 9. Regulatory / accreditation standards

This policy meets the following regulatory and/or accreditation requirements:

Standard	Standard reference
Housing Registrar Performance Standards	Standard 1: Tenant and housing services (Determining and managing eligibility, allocation, and termination of housing assistance)

## 10. Amendments to this Policy

This policy may be amended, terminated or replaced at Launch Housing's discretion. This policy will be reviewed, and updated as required, on a periodic basis.

In the event any related State or Commonwealth legislation changes, the legislation/directions will prevail to the extent of any inconsistency with this policy.

Amendments			
<b>Date last approved:</b>	11/10/2024	<b>Date of effect:</b>	11/10/2024
<b>Date last amended:</b>	02/10/2024	<b>Date of next review:</b>	11/10/2026
<b>Owner:</b>	Group Manager, Housing Services	<b>Approver:</b>	Executive Director, Housing Solutions
<b>Audience:</b>	Renters in all Long-Term properties owned or managed by Launch Housing, and staff managing these properties.		

## 11. Version Control

Version	Effective Date	Amended by	Approved By	Amendment
V1.0	29/04/2019	General Manager, Keeping Housing	General Manager, Keeping Housing	First Version
V1.1	29/03/2021	General Manager, Keeping Housing	General Manager, Keeping Housing	Amended terminology as per RTA changes.
V1.2	11/10/2024	Group Manager, Housing Services	Executive Director, Housing Solutions	Updated guidelines.