

No	System	Instruction	Minimum Delegation
3	Manual	<p>For requests that were not approved:</p> <ul style="list-style-type: none"> • Contact both customers to advise of the decision and next steps • Talk to both customers about their circumstances to identify if they need alternative housing solutions and/or assistance to exit social housing with assistance. • Send the Mutual exchanges declined letter to each customer <p>Go to step 9</p>	Housing Officer
4	Manual	Enter a note in the system to record the outcome of the decision, ensuring that the decision, reasons for the decision and how the decision was made are clearly documented.	Housing Officer
5	Reside	<p>Complete the Housing Register Record for each household in the system</p> <p>Further information Mutual exchanges - offers/sign-up process Mutual exchanges involving multiple HSCs</p>	Housing Officer
	Manual	<p>Proceed to Stage 3 - Complete Sign Up</p> <p>Ensure the customers complete their exit and entry condition reports for each property as part of their sign-up appointment.</p>	Housing Officer

PROCESS STEPS
CONTEXT
COHORT INFORMATION
RESOURCES & TRAINING

Mutual exchange - eligibility criteria

The assessment of the tenant's needs is to determine the reason that each tenant needs to move to another property. Tenants can be requested to provide evidence to verify their need to move to another public housing property.

To be eligible for the mutual exchange:

1. Each household must meet the eligibility criteria for social housing, demonstrate a need to transfer to another property and provide evidence to support the request.
2. Neither tenant has been found ineligible for continued assistance under the Ongoing Housing Assistance Review (OHAR) policy.
3. Each tenant is eligible for the property to which they are transferring to (i.e. they are entitled to the number of bedrooms in the property they wish to transfer to

and/or require the features of the property (e.g. a fully wheelchair modified property).

4. Each tenant's current property has been properly cared for and maintained in accordance with the terms of their State Tenancy Agreement.
5. Each tenant has been a tenant of the department for a continuous period of at least 2 years. Previous tenancy times are not cumulative in cases where the tenant vacates one property and later reapplies for social housing.

Example 1

If the customer was a tenant in one property for one year and transferred directly to their current property where they have been a tenant for eighteen months, they meet this criterion as their total period of tenancy is more than 2 years.

Example 2

If the customer vacated a previous tenancy after three years, re-applied for social housing at a later date and has held their current tenancy for eighteen months, they do not meet this criterion.

6. Any rent arrears or sundry debts are paid before the mutual exchange proceeds
7. If either of the properties are a reviewable property as per the Tenancies in Reviewable Properties (TiRP) policy (5 or more bedrooms or fully wheelchair accessible), the household transferring to the reviewable property must demonstrate a need for the features of the reviewable property.

If	Then
the household cannot demonstrate a need for the features of the reviewable property	the exchange may only proceed if there are no customers waiting for social housing who need the features of the reviewable property.
If there are customers on the housing register who require the features of the reviewable property	do not approve the mutual exchange

Tenants who are eligible for social housing but who cannot demonstrate a reasonable need to move to another property will be deemed ineligible for the mutual exchange. If only one household is eligible, the mutual exchange will still be declined as both households need to be eligible for the mutual exchange to proceed.

Mutual exchange - exceptional circumstances







In exceptional circumstances, discretion can be used to approve a request for a mutual exchange where the customers do not meet the social housing eligibility criteria.

The delegate officer:

- will decide if the individual circumstances of the customer warrant consideration of exceptional circumstances

- must approve requests made for this reason and specify the evidence required to verify the household's circumstances
- will exercise their judgement to ensure requests are determined in a manner and placed the household on the housing register that is consistent with the mutual exchange policy.

COMPLETE SIGN UP

PROCESS STEPS			
CONTEXT			
COHORT INFORMATION			
RESOURCES & TRAINING			
No	System	Instruction	Minimum Delegation
	Trigger	A mutual exchange application has been approved	
1		Create Mutual Exchange Request	Housing Officer
2		Create rent subsidy application	Housing Officer
3		Create Revenue Account	Finance Officer
4		Confirm mutual exchange	Housing Officer
5		Print Sign-up Pack	Housing Officer
6	Manual	<p>Further information Forms to print may include:</p> <ul style="list-style-type: none"> • Form 13 - Notice of intention to Leave • Deed of Repayment (PH119a-122a) • Income Confirmation Service (PH064) • Pet Application form (PH029) • Obtain Details (PH012 form) • Transfer of credit 	Housing Officer
7	Manual	Discuss terms and conditions with the customer and obtain signatures	Housing Officer
8	Manual	Finalise mutual exchange checklist	Housing Officer
9	Manual	Handover Keys	Housing Officer
Proceed to Stage 4 - Complete Tenancy Account Setup			

PROCESS STEPS
CONTEXT
COHORT INFORMATION
RESOURCES & TRAINING

Complete sign-up

73(2)

RTI RELEASE

Mutual exchanges involving multiple HSCs

If a customer is currently living in one area (e.g. Brisbane North) but is listed in another Housing Service Centre region (e.g. Far North Queensland) where their request is being managed, split the sign-up process where this is more convenient for the household.

The customer may have a family member or friend inspect the property before they accept the offer. The following procedure should be followed:

1. The Housing Service Centre managing the request (e.g. Far North Queensland), initiates this process and contacts the other Housing Service Centre (e.g. Brisbane North), advising that such arrangements are necessary and request assistance.
2. The managing HSC completes the preparation steps before the sign-up appointment.
3. When the household arrives at the assisting Housing Service Centre (e.g. Brisbane North) that office contacts the initiating office (e.g. Far North Queensland) to advise them to commence documentation preparation. The initiating office changes the printer identification to print the documents at the assisting Housing Service Centre (e.g. Brisbane North).
4. The assisting Housing Service Centre (e.g. Brisbane North) completes the steps for a sign-up appointment.

5. At the completion of the sign-up, the assisting HSC advises the managing HSC (e.g. Far North Queensland) and forwards the documentation to that Housing Service Centre (e.g. Far North Queensland).

COMPLETE TENANCY ACCOUNT SETUP

73(2)

RTI RELEASE

Allocations - Community Housing / External Funded Provider

Overview

OVERVIEW
POLICY FRAMEWORKS
LEGISLATIVE FRAMEWORK
TRANSITION TO INDEPENDENT LIVING UNITS (TILS)
SUPPORTIVE HOUSING PROGRAM (COMMON GROUND)
SUPPORTING DOCUMENTS
RESOURCES
ARTEFACTS

Community housing is a form of social housing assistance, delivered by community organisations and local governments and funded by the Queensland Government under the Housing Act 2003. This assistance is available to eligible individuals and families and is aimed at ensuring households in the greatest need are supported. Providers of community housing are funded by the Queensland Government (external funded providers - EFPs). Community Housing providers (CHPs) that deliver social housing service are registered under the Housing Act 2003 and must obtain registration with the National Regulatory System for Community Housing (NRSCH).

Community Housing Providers as tenancy managers are responsible for making final allocation decisions and delivering housing assistance for the duration of Customer need using supportive tenancy management practices.

Long-term	Transitional
Long-term community housing program	Community rent scheme
Affordable housing program	Transition to Independent Living Units (TILS)
Supportive Housing Program (Common Ground)	Same House Different Landlord (see SDHL allocations)
Community-managed housing - studio units program	Community-managed housing - studio units program

Community Housing providers are responsible for the final allocation decision and tenancy sign up with the Customer.

Further information

Community Housing programs information is available on the [department's web site](#)

Hard to Lets #link

OVERVIEW
 POLICY FRAMEWORKS
 LEGISLATIVE FRAMEWORK
 TRANSITION TO INDEPENDENT LIVING UNITS (TILS)
 SUPPORTIVE HOUSING PROGRAM (COMMON GROUND)
 SUPPORTING DOCUMENTS
 RESOURCES
 ARTEFACTS

OVERVIEW
 POLICY FRAMEWORKS
 LEGISLATIVE FRAMEWORK
 TRANSITION TO INDEPENDENT LIVING UNITS (TILS)
 SUPPORTIVE HOUSING PROGRAM (COMMON GROUND)
 SUPPORTING DOCUMENTS
 RESOURCES
 ARTEFACTS

OVERVIEW
 POLICY FRAMEWORKS
 LEGISLATIVE FRAMEWORK
 TRANSITION TO INDEPENDENT LIVING UNITS (TILS)
 SUPPORTIVE HOUSING PROGRAM (COMMON GROUND)
 SUPPORTING DOCUMENTS
 RESOURCES
 ARTEFACTS
 OVERVIEW
 POLICY FRAMEWORKS
 LEGISLATIVE FRAMEWORK
 TRANSITION TO INDEPENDENT LIVING UNITS (TILS)
 SUPPORTIVE HOUSING PROGRAM (COMMON GROUND)
 SUPPORTING DOCUMENTS
 RESOURCES
 ARTEFACTS

Organisation	Responsibilities	Contact details
Housing Service Centre	Responsible for managing eligibility assessment, applications and referrals to vacancies	73(2) communities.qld.gov.au
Contract Management, Brisbane Region	Responsible for contract and relationship management with Common Ground Queensland	 73(2) communities.qld.gov.au

Organisation	Responsibilities	Contact details
Social Inclusion and Child Safety Contract Management	Responsible for contract and relationship management with the support provider, MICAH Projects.	49 Sch 4 Regional Manager Contract Manager
Common Ground	Tenancy and property manager for Common Ground. Responsible for allocation decisions.	Building Manager
Micah Projects	Support service provider	

OVERVIEW
POLICY FRAMEWORKS
LEGISLATIVE FRAMEWORK
TRANSITION TO INDEPENDENT LIVING UNITS (TILS)
SUPPORTIVE HOUSING PROGRAM (COMMON GROUND)
SUPPORTING DOCUMENTS
RESOURCES
ARTEFACTS

The department has published the following policies, guidelines, practice guides, tools, forms and fact sheets for Community Housing providers to use when managing community housing vacancies. The department's business processes for Housing Service Centres support these obligations.

Long term Community Housing

- [Allocations Policy for Funded Social Housing Providers](#)
- [Practice Guide: Notification of community housing property vacancy](#)
- [Notification of Vacancy Form](#)
- [Housing Service Centre Community Housing Referrals Mailboxes \(April 2017\)](#)
- [Allocations procedures for funded social housing properties](#)
- [Offers of Housing Assistance - Reasons for rejection \(August 2013\)](#)
- [Housing Register Advice Form](#)

Transitional Housing

- [Practice Guide: Matching applicants to transitional housing \(January 2017\)](#)
- [Tool: Matching applicants to transitional housing](#)
- [Operational framework for transitional housing \(September 2013\)](#)
- [Tenant Guide to Transitional housing](#)

Common Ground (Brisbane)

- [Allocations Policy - Supportive Housing Program \(Common Ground](#)

OVERVIEW
POLICY FRAMEWORKS

LEGISLATIVE FRAMEWORK
TRANSITION TO INDEPENDENT LIVING UNITS (TILS)
SUPPORTIVE HOUSING PROGRAM (COMMON GROUND)
SUPPORTING DOCUMENTS
RESOURCES
ARTEFACTS

Community Housing Procedures Manual

[Community Housing Procedures Manual](#)

73(2)

- [SHDL Property Allocation and Handback Process](#)

DHPW Website - Community Housing Providers

- [Allocations procedures for funded social housing providers \(September 2017\)](#)
- [Allocations Policy - Supportive Housing Program \(Common Ground\)](#)
- [Offers of Housing Assistance - Reasons for rejection \(August 2013\)](#)
- [Practice Guide: Notification of community housing property vacancy](#)
- [Housing Service Centre Mailboxes and Contact Details for Community Housing Referrals](#)
- [Fact Sheet: Nominations process](#)
- [Affordable Housing Matching Guide](#)

Transitional Housing

- [Practice Guide: Matching applicants to transitional housing \(January 2017\)](#)
- [Tool: Matching applicants to transitional housing](#)
- [Operational framework for transitional housing \(September 2013\)](#)
- [Tenant Guide to Transitional housing](#)

Related: Hard to Let

- 73(2)
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OVERVIEW
POLICY FRAMEWORKS
LEGISLATIVE FRAMEWORK
TRANSITION TO INDEPENDENT LIVING UNITS (TILS)
SUPPORTIVE HOUSING PROGRAM (COMMON GROUND)
SUPPORTING DOCUMENTS
RESOURCES
ARTEFACTS

- [Notification of Vacancy Form](#)
- [Housing Register Advice Form](#)

Nominations Process

- [Nomination Form](#)
- [Funded Provider application form](#)

Allocate Community Housing (External Funded Provider)

OVERVIEW

This process describes the steps taken to allocate a Customer from the Housing Register to property vacancies in long-term and transitional community housing properties. These vacancies and requests for properties are of equal importance to public housing vacancies and must be actioned in a timely manner.

The allocations process starts when the Community Housing provider (External Funded Provider - EFPs) notifies the Housing Service Centre that a vacant property is available for allocation and is completed when an allocation has been made to a Customer and the tenancy account setup is complete in Reside.

Main Process:

[Complete Manual Offer For Community Housing Nomination](#)
[Allocate Community Housing \(External Funded Provider\)](#)

Complete Manual Offer For Community Housing Nomination

HOME file reference: CMO_01.S01.PRO.htm

1


REVIEW REQUEST FOR NOMINATION




PROCESS STEPS

CONTEXT

COHORT INFORMATION

RESOURCES & TRAINING

No	System	Instruction	Minimum Delegation						
	Trigger	<p>A Notification of Vacancy (NOV) Form and Nomination form for Community Housing is received from a Community Housing provider.</p> <p>If a referral report is required - Go to Allocate Community Housing (External Funded Provider)</p> <p><i>Further information</i> Notification of Vacancy</p>							
		<p>Pre-requisites The following activities must be completed before an allocation can be progressed.</p> <p>Create Social Housing Application - An application for social housing for the nominated Customer must be completed in CMS prior to completing this</p>							
1	Manual	<p>Confirm the Provider is approved for the nominations process</p> <table border="1" data-bbox="459 976 1233 1373"> <thead> <tr> <th data-bbox="459 976 699 1021">If...</th> <th data-bbox="699 976 1233 1021">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="459 1021 699 1144">the provider is approved to nominate</td> <td data-bbox="699 1021 1233 1144">proceed to step 2</td> </tr> <tr> <td data-bbox="459 1144 699 1373">the provider is not approved to nominate</td> <td data-bbox="699 1144 1233 1373"> Contact the Contract Manager to discuss the request, then contact the CHP immediately to discuss filling the vacancy See Allocate Community Housing (External Funded Provider) </td> </tr> </tbody> </table> <p>Further information</p> <ul style="list-style-type: none"> • Nomination Process • Fact Sheet: Nominations Process • Nomination Form • List of providers approved to use nominations for longer-term and affordable housing 	If...	then...	the provider is approved to nominate	proceed to step 2	the provider is not approved to nominate	Contact the Contract Manager to discuss the request, then contact the CHP immediately to discuss filling the vacancy See Allocate Community Housing (External Funded Provider)	Housing Officer
If...	then...								
the provider is approved to nominate	proceed to step 2								
the provider is not approved to nominate	Contact the Contract Manager to discuss the request, then contact the CHP immediately to discuss filling the vacancy See Allocate Community Housing (External Funded Provider)								
2	Manual	<p>If the request involves a CRS headlease property, submit a request for CRS headlease property creation</p> <ul style="list-style-type: none"> • Email a copy of the NOV Form to Portfolio Information, Housing Partnerships Office (HPO) requesting the property to be created. • The turnaround time for the creating a property is 48 hrs. 	Housing Officer						

No	System	Instruction	Minimum Delegation						
3		<p>Commence pre-allocation check, Search for a Customer in Person Dashboard and Customer history to prepare for the conversation:</p> <p>Things to observe:</p> <ul style="list-style-type: none"> • Previous tenancy history • Outstanding debts • Current Social Housing Applications in SAP or CMS • Check if an interpreter is required. Note: Ensure that an interpreter is available to assist the Customer 	Housing Officer						
4		<p>Action one of the following:</p> <table border="1" data-bbox="328 792 1439 1375"> <thead> <tr> <th data-bbox="328 792 531 837">If...</th> <th data-bbox="531 792 1439 837">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="328 837 531 1285">the application is in SAP</td> <td data-bbox="531 837 1439 1285"> use the information recorded in SAP and Reside Housing Register Record to: <ul style="list-style-type: none"> • Export Customer Details in Person Dashboard to CMS and Update Customer Primary Details for each household member. • Set up the household based on the household structure and the relationship of each of the other household member to the Customer e.g. co-applicant, resident, dependent. • Create Social Housing Application/Create Social Housing Transfer Application. • Ensure the effective date in CMS is the same as the effective date recorded against the SAP application </td> </tr> <tr> <td data-bbox="328 1285 531 1375">the application is in CMS</td> <td data-bbox="531 1285 1439 1375">compare the CMS Social Housing Application and the Reside Housing Register Record, to identify any discrepancies</td> </tr> </tbody> </table> <p>Note: <i>There will be gaps in information currently held in SAP to that held in CMS. This is addressed in the next step when Customer contact is made and the new wellbeing eligibility is captured.</i></p> <p><i>Further Information:</i> Search for a Social Housing Application in SAP Search for Customer's Social Housing Application</p>	If...	then...	the application is in SAP	use the information recorded in SAP and Reside Housing Register Record to: <ul style="list-style-type: none"> • Export Customer Details in Person Dashboard to CMS and Update Customer Primary Details for each household member. • Set up the household based on the household structure and the relationship of each of the other household member to the Customer e.g. co-applicant, resident, dependent. • Create Social Housing Application/Create Social Housing Transfer Application. • Ensure the effective date in CMS is the same as the effective date recorded against the SAP application 	the application is in CMS	compare the CMS Social Housing Application and the Reside Housing Register Record, to identify any discrepancies	
If...	then...								
the application is in SAP	use the information recorded in SAP and Reside Housing Register Record to: <ul style="list-style-type: none"> • Export Customer Details in Person Dashboard to CMS and Update Customer Primary Details for each household member. • Set up the household based on the household structure and the relationship of each of the other household member to the Customer e.g. co-applicant, resident, dependent. • Create Social Housing Application/Create Social Housing Transfer Application. • Ensure the effective date in CMS is the same as the effective date recorded against the SAP application 								
the application is in CMS	compare the CMS Social Housing Application and the Reside Housing Register Record, to identify any discrepancies								
5		<p>Contact the Customer and explain the purpose of the call and advise the Customer that additional information may be required.</p> <p>Complete one of the following actions:</p> <table border="1" data-bbox="328 1845 1241 1975"> <thead> <tr> <th data-bbox="328 1845 601 1890">If...</th> <th data-bbox="601 1845 1241 1890">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="328 1890 601 1975">The Customer is contactable</td> <td data-bbox="601 1890 1241 1975">Proceed to Manage Social Housing Application:</td> </tr> </tbody> </table>	If...	then...	The Customer is contactable	Proceed to Manage Social Housing Application :	Housing Officer		
If...	then...								
The Customer is contactable	Proceed to Manage Social Housing Application :								

No	System	Instruction	Minimum Delegation						
		<ul style="list-style-type: none"> Confirm that all household members details are current, the household is still eligible for social housing and there have been no changes to their circumstances. <p>Capture the Well-being criteria:</p> <ul style="list-style-type: none"> Confirm the Customer's housing entitlements (bedroom entitlements, housing types, locations). Capture any additional information provided by the Customer and check if the additional information provided have any impact on their eligibility or housing needs and reassessed as required. Determine eligibility outcome <p>Proceed to step 6</p> <p>The Customer is not contactable</p> <p>issue the urgent pre-allocation letter requesting a response in 3 working days. Continue attempts to contact the Customer by phone/email.</p> <p>Capture a note in Create a Note or Create a Note to reflect waiting on Customer to respond</p> <p>Customer advises no longer wishes to be listed for social housing</p> <p>Proceed to Manage Social Housing Application and cancel the application, also cancel the Housing Register Record in Maintain Housing Register Record.</p>							
4 Manual		<p>Complete one of the following actions:</p> <table border="1"> <thead> <tr> <th data-bbox="327 1339 560 1384">If...</th> <th data-bbox="560 1339 1233 1384">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="327 1384 560 1541">the applicant is approved</td> <td data-bbox="560 1384 1233 1541"> Contact the Funded Provider and confirm the previous tenant has vacated the tenancy Proceed to Terminate Tenancy </td> </tr> <tr> <td data-bbox="327 1541 560 1771">the applicant is not approved</td> <td data-bbox="560 1541 1233 1771"> Contact the Contract Manager to discuss the decline then, contact the CHP immediately to discuss filling the vacancy See Allocate Community Housing (External Funded Provider) </td> </tr> </tbody> </table>	If...	then...	the applicant is approved	Contact the Funded Provider and confirm the previous tenant has vacated the tenancy Proceed to Terminate Tenancy	the applicant is not approved	Contact the Contract Manager to discuss the decline then, contact the CHP immediately to discuss filling the vacancy See Allocate Community Housing (External Funded Provider)	Housing Officer
If...	then...								
the applicant is approved	Contact the Funded Provider and confirm the previous tenant has vacated the tenancy Proceed to Terminate Tenancy								
the applicant is not approved	Contact the Contract Manager to discuss the decline then, contact the CHP immediately to discuss filling the vacancy See Allocate Community Housing (External Funded Provider)								
		Proceed to Stage 2 - Terminate Tenancy							

PROCESS STEPS
CONTEXT

COHORT INFORMATION RESOURCES & TRAINING

Notification of Vacancy

Notification of Vacancy (NoV) for individual vacancies

For individual vacancies in a community housing property, the Community Housing Provider (CHP) must send the Notification of Vacancy form within:

- one (1) working day of becoming aware of the vacancy in longer term and affordable housing properties
- three (3) working days of becoming aware of the vacancy in transitional housing properties

The Nomination of Vacancy form must be attached if the CHP is nominating a Customer for the property (see Nominations Process)

The CHP will include relevant information and requests with the Notification of Vacancy form to assist with matching Customers to the vacancy including:

- request Customers with specific accommodation needs that match the property features
- request Customers from a specific target group, if this is specified in their funding agreement
- give advice on whether pets are allowed at the property. If this is not included in the form, contact the provider to confirm.
- include details of the neighbourhood and any other information that will assist in the selection of applicants who are well matched to the vacancy

The CHP cannot request shortlisted Customers using criteria that cannot be reasonably justified (e.g. to overlook all Customers in the higher need segments or on the basis of income) or request Customers from a specific target group if this is not specified in their funding agreement.

Specific details in the Notification of Vacancy for particular community housing programs

Complete the following field(s):

Field	Description
Community-managed Housing – Studio Units (CMSU)	<p>CMSU properties can be used as transitional or long term accommodation, as determined by the CHP at the time of the vacancy.</p> <p>The Notification of Vacancy form will state if the property:</p> <ul style="list-style-type: none"> • is to be used on a longer-term or transitional basis • is furnished.
Supportive Housing (Common Ground)	<p>The CHP, Common Ground Queensland, will use the Notification of Vacancy form to advise of:</p> <ul style="list-style-type: none"> • the preferred target group for the referral (chronic homeless or low to moderate income); or • a nominated Customer using the Nomination of Vacancy form • information to assist in matching Customers to the vacancy such as tenancy issues, location and type of unit • whether the unit is furnished

Field	Description
<p>Same House Different Landlord - allocate a new Customer to an existing property</p>	<ul style="list-style-type: none"> • The CHP will advise the HSC they are seeking to support a new Customer in the property and submit the Housing Register Advice Form to detail the previous Customer's exit from transitional housing • See ServiceProviderProceduresSPPRO2.pdf: Exit procedures for managing tenants exiting from transitional housing. • Contract Management must approve the request from the CHP before a new Customer can be allocated to the property - see SHDL Property Allocation and Handback Process (3.3) Allocating a new/replacement Customer to a vacant SHDL property

Nominations Process

To make a nomination, the Community Housing Provider (CHP) sends the Nomination Form with the Notification of Vacancy form.

Community Housing Providers may nominate Customers for vacancies in:

- any transitional housing property, if the Customer is assessed as in high and urgent need for social housing and is listed on the Housing Register
- Transition to Independent Living Units (known as TILS) if the Customer is a young person (aged 15-20 years old) being supported by a funded Youth Housing and Reintegration Service. See TILS for further information.
- Supportive Housing (Common Ground) if the Customer is from the low to moderate income target group. Common Ground Queensland cannot nominate Customers from the Chronic Homelessness Group.
- longer-term or affordable community housing properties with approval from the Executive Director, Service Delivery. The approved list of Community Housing Providers is available at:

[https://hpwqld.73\(2\)](https://hpwqld.73(2))

The CHP must ensure that a nominated Customer:

- consents to the nomination and understands what the process involves
- has lodged an application for Social Housing
- matches the program of assistance and the property type, e.g. in terms of location, disability access, bedroom entitlements or other features and has any required support in place to assist their tenancy.

The nominated Customer's application for Social Housing must be approved before they are offered housing (see **exception for Supportive Housing - Common Ground**).

Exception: Supportive Housing (Common Ground)

Customers without an approved social housing application in the low to moderate income target group can be housed as long as they meet the Common Eligibility Criteria, except the household income. The household income limit for these Customers is assessed against the National Rental Affordability Scheme Entry Income Limits as published by the Australian Government.



Note: To facilitate a Manual Offer in reside to Customer's from this target group, an application for social housing is created and/or existing application updated and assessed as priority need. The following note is added to the Customer's application, "Customer is confirmed as low to moderate income with no social housing application target group and eligible for allocation to Supportive Housing (Common Ground). Application assessed as High Need to facilitate Manual Offer in Reside."

Requests from Community Housing Providers to use the Nominations Process for additional properties

If an CHP wishes to use nominations to fill additional property vacancies, refer them to Contract Management to discuss seeking approval.

Before applying, the CHP must confirm Customers from the target group cannot be identified through standard search of the housing register. When a CHP contacts the Housing Service Centre:

1. Ask for details of the proposed target group, e.g. people with acquired brain injury
2. Search the housing register to determine if Customers from the proposed target group can be identified
3. If an applicant/s from the proposed target group:
 - o can be identified using a standard search, advise the CHP that an application for approval to use nominations will not be approved. Advise the CHP to contact their Contract Manager to confirm if their funding agreement with the department allows them to fill vacancies with people from their target group through the standard allocations process.
 - o cannot be identified using a standard search, advise the CHP to contact their Contract Manager to apply.
4. If the CHP is approved, they will be added to the approval list.

2			
TERMINATE TENANCY			
PROCESS STEPS			
CONTEXT			
COHORT INFORMATION			
RESOURCES & TRAINING			
No	System	Instruction	Minimum Delegation
	Trigger	The officer has confirmed that the Provider is eligible for the nominations process and has confirmed with the provider that the property has been vacated.	
1		Complete Terminate Tenancy - External Funded Provider (CH) <i>Further Information:</i> Terminate Tenancy Transitional housing exits If a tenancy does not exist to terminate Vacant maintenance	Housing Officer

Allocate Same House Different Landlord (SHDL) Property

OVERVIEW

The Same House Different Landlord Program (SHDL) is a transitional housing program funded by the Department of Housing and Public Works.

Under the SHDL program, the department leases public housing properties to Community Housing providers (External Funded Providers) for renting to Customers who need support to establish and maintain a tenancy. Once the Customer can manage a longer term tenancy, they are exited to:

- longer-term social housing, where the property is transferred back to the department as Public Housing/Aboriginal and Torres Strait Islander Housing with the Customer remaining in the property and signing a State Tenancy Agreement, or
- private rental or other long term housing

If the Customer remains in the property under a new tenancy agreement with the department in the property, a replacement SHDL property and Customer is sourced for the Community Housing provider. Community Housing providers have a 'quota' of SHDL properties to be leased to them at any one time. If the Customer exits to private rental or other long term accommodation, a new Customer is sourced for the property. The Community Housing provider may seek a different property from the department to manage neighbourhood fatigue or to maintain safety of prospective tenants.

Eligibility for Same House Different Landlord (SHDL)

To be eligible for the SHDL program, Customers must:

- meet the [eligibility criteria for social housing #PHPM](#)
- be an approved applicant on the department's housing register
- have an urgent and complex housing need

The Community Housing provider may nominate a suitable Customer or request a [referral report](#)#CHPM from the Housing Service Centre (HSC).

If...	then...
<p>a Community Housing provider is seeking a new Same House Different Landlord property to allocate to a new SHDL Customer</p>	<ul style="list-style-type: none"> • Before a new property is sourced and a Customer allocated, Contract Management must approve the request from the External Funded Provider. • To allocate a new SHDL property and Customer - see Allocate A New SHDL Property & Customer
<p>A SHDL property becomes vacant after the initial tenant did not transition in the property to a long term public housing tenancy and the Community Housing provider wants to allocate the property to a new Customer</p>	<ul style="list-style-type: none"> • The External Funded Provider must seek approval from Contract Management to continue the lease agreement beyond the expiry date and support a new Customer in the property - see SHDL Property Allocation and Handback Process (3.3) Allocating a new/replacement Customer to a vacant SHDL property • Once approval is confirmed by Contract Management, a new Customer can be housed in the property by following the Allocate Community Housing (External Funded Provider).

Main Process:

[Allocate A New SHDL Property & Customer](#)

Allocate A New SHDL Property & Customer

HOME file reference: ANS_01.S01.PRO.htm

1


ASSESS REQUEST FOR THE PROPERTY

PROCESS STEPS

CONTEXT

COHORT INFORMATION

RESOURCES & TRAINING

No	System	Instruction	Minimum Delegation
	Trigger	The Housing Service Centre (HSC) receives a request from an Community Housing Provider (or External Funded Provider - EFP) for a new Same House Different Landlord (SHDL) property A new lease agreement is required for each new property.	

Release

No	System	Instruction	Minimum Delegation						
1		<p>A new lease agreement is required for each new property. Send an email to Contract Management advising the Community Housing Provider is requesting a new SHDL property. Contract Management need to check the CHP meets certain requirements before a new property can be provided.</p>	Housing Officer						
2	Manual	<p>The contract manager will confirm the following using the SHDL property allocation form and checklist: Does the provider:</p> <ul style="list-style-type: none"> • have appropriate registration status under the National Regulatory System for Community Housing • has not exceeded their appointed SHDL property quota • has no performance or compliance issues that may impact approval of their request <p><i>Further information</i> Step 1 in the SHDL Property Allocation Form</p>	Contract Manager						
3	Decision	<p>Determine if the Provider's request meets eligibility requirements:</p> <table border="1" data-bbox="416 1102 1217 1964"> <thead> <tr> <th data-bbox="416 1102 687 1151">If...</th> <th data-bbox="687 1102 1217 1151">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="416 1151 687 1339"> <p>The CHP does not have appropriate registration status under the NRSCH</p> </td> <td data-bbox="687 1151 1217 1339"> <ul style="list-style-type: none"> • Advise the HSC the request cannot proceed. • Refer the CHP to Regulatory Services to resolve their registration status. </td> </tr> <tr> <td data-bbox="416 1339 687 1964"> <p>CHP has performance or compliance issues</p> </td> <td data-bbox="687 1339 1217 1964"> <ul style="list-style-type: none"> • Work with the CHP to resolve the performance and/or compliance issues - see Compliance and Performance Review and Management • If the issues are: <ul style="list-style-type: none"> ○ significant enough to decline the request, advise the HSC the request cannot proceed. ○ not significant enough to decline the request, complete Property Allocation Form Step 1 and email to HSC <p>The Decision Model for Non-Compliance is a tool to assist with</p> </td> </tr> </tbody> </table>	If...	then...	<p>The CHP does not have appropriate registration status under the NRSCH</p>	<ul style="list-style-type: none"> • Advise the HSC the request cannot proceed. • Refer the CHP to Regulatory Services to resolve their registration status. 	<p>CHP has performance or compliance issues</p>	<ul style="list-style-type: none"> • Work with the CHP to resolve the performance and/or compliance issues - see Compliance and Performance Review and Management • If the issues are: <ul style="list-style-type: none"> ○ significant enough to decline the request, advise the HSC the request cannot proceed. ○ not significant enough to decline the request, complete Property Allocation Form Step 1 and email to HSC <p>The Decision Model for Non-Compliance is a tool to assist with</p>	Contract Manager
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Release

No	System	Instruction	Minimum Delegation
		<p>determining the consequence level of non-compliance issues</p> <p>Has exceeded their appointed SHDL property quota</p> <p>CHP meets the requirements</p>	
		<p>Advise the HSC the CHP cannot be allocated another property until the</p> <p>Complete Property Allocation Form Step 1 and email to HSC</p> <p>Proceed to Assign Property & Tenant</p>	

Proceed to Stage 2 - [Assign Property & Tenant](#)

RTY

2


ASSIGN PROPERTY & TENANT

PROCESS STEPS

CONTEXT

COHORT INFORMATION

RESOURCES & TRAINING

No	System	Instruction	Minimum Delegation				
	Trigger	At this stage of the process the HSC and Community Housing Provider identify a customer and property to suit the situation, the CHP views the property and advises acceptance or decline. Approval is obtained from the delegated officer.					
1	Decision	<p>The HSC and CHP identify a customer and property suitable to their needs.</p> <p>The HSC assesses the eligibility of a customer nominated by the CHP or refers a customer to the CHP from the Housing Register.</p> <p>Note: <i>This is a manual process. The steps are not completed in Reside until after the changes to the property record are made for the allocation to be completed in the system</i></p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #f4a460;">If...</th> <th style="background-color: #f4a460;">then...</th> </tr> </thead> <tbody> <tr> <td>the customer has an existing application</td> <td>Go to Maintain Social Housing application to assess eligibility Go to Create a Housing Register Record to place customer on the waitlist ready for allocation</td> </tr> </tbody> </table>	If...	then...	the customer has an existing application	Go to Maintain Social Housing application to assess eligibility Go to Create a Housing Register Record to place customer on the waitlist ready for allocation	Housing Officer
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the customer has an existing application	Go to Maintain Social Housing application to assess eligibility Go to Create a Housing Register Record to place customer on the waitlist ready for allocation						

Release

No	System	Instruction	Minimum Delegation						
		<p>the customer does not have an existing application</p> <p>Go to Create Social housing application to assess eligibility Go to Create a Housing Register Record to place customer on the waitlist ready for allocation</p> <p><i>Further information</i> Nominations Process Pre allocation and eligibility checks</p>							
2	Manual	<p>The CHP views the property and notifies the HSC in writing if the property is:</p> <table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>the property is not suitable</td> <td>The HSC negotiates an alternate property with the CHP</td> </tr> <tr> <td>the property is suitable</td> <td>Proceed to step 6</td> </tr> </tbody> </table>	If...	then...	the property is not suitable	The HSC negotiates an alternate property with the CHP	the property is suitable	Proceed to step 6	External Funded Provider
If...	then...								
the property is not suitable	The HSC negotiates an alternate property with the CHP								
the property is suitable	Proceed to step 6								
3	System	<p>Update the property record to apply the Hard to Let property flag, using the below instructions:</p> <div style="border: 1px solid red; padding: 5px; margin: 5px 0;">s73(2) irrelevant - system instructions</div> <p>Note: The flag is applied so the property does not appear on the vacancy report while the lease agreement is being prepared</p>	Housing Officer						
4	Manual	<p>Complete Property Allocation Form Step 2 and email to the Contract Officer.</p> <p>Note: The Mud Map Template Form is included for units</p>	Housing Officer						
5	Manual	<p>The contract officer seeks approval from the Regional Director</p>	Contract Officer						
6	Manual	<p>Sign Property Allocation Form Step 3 to approve the property allocation</p> <p>Proceed to Stage 3 - Request Creation of Lease Agreement</p>	Regional Director						

PROCESS STEPS

CONTEXT

**COHORT INFORMATION
RESOURCES & TRAINING**

Pre allocation and eligibility checks

The purpose of the pre-allocation and eligibility check is to verify all customers are still eligible for housing assistance under the Social Housing Eligibility Criteria and suitable for the property vacancy based on their current circumstances and housing needs.

Contact the customer and confirm:

1. All household members listed on the application are current. This determines whether the number of bedrooms in the property equals the customer's bedroom entitlement.
2. The household is still eligible for housing assistance under the Social Housing Eligibility criteria. See Common Ground for details of customers in the low to moderate income group who may be housed without an approved social housing application. There has been no change to their level of housing need.
3. If the customer is in a position to move. If not, obtain details about why, so their application can be deferred for the required amount of time. For example, to meet financial or private rental commitments, cannot afford to move, cannot afford to pay the rent or whether there are any other reasons for possible delay in accepting housing e.g. family illness.
4. If the customer has a pet. CHPs have their own pet policies and should advise whether pets are allowed at the property on the Notification of Vacancy form.
5. If there are any other matters which have arisen since the application was lodged or the last application review that need to be considered e.g. disability or special needs affecting the type of housing required by the applicant, which may not match the property on offer
6. If the area where the property is located is still acceptable.
7. If the housing type to be offered is still acceptable.

For vacancies in Affordable, Supportive and Transitional Housing, verify the customer's choice of program as part of the pre-allocation check, contact the customer and:

- give them a description of the program and its requirements (see below for each program)
- confirm they accept the conditions and are willing to remain listed for the program

Complete the following field(s):

Affordable Housing	<ul style="list-style-type: none">• Affordable Housing is a type of long-term community housing,• Units are well located and of a good standard (e.g. new social housing units),• Rent is set at no more than 30% of the gross household income (plus any Commonwealth Rent Assistance the household receives) under the Community Housing Rent Policy. This is more than public housing but less than what you would pay for the same property in the private rental market
Supportive Housing (Common Ground)	<ul style="list-style-type: none">• the applicant must be aware the vacancy is for Common Ground• it is a form of longer-term community housing and External Funded Providers operate under the community housing rent policy (tenants pay 25% of household income in rent plus any Commonwealth Rent Assistance received)

Release

	<ul style="list-style-type: none"> • support services designed to meet the tenants' needs and preferences are integrated into the provision of housing.
Transitional Housing	<ul style="list-style-type: none"> • it is a form of community housing and CHPs operate under the community housing rent policy (tenants pay 25% of household income in rent plus any Commonwealth Rent Assistance received) • it is not long-term housing; but customers housed in transitional housing maintain an application on the housing register and can be considered for long-term social housing • if housed in transitional housing, their application is deferred for an initial period of three months to ensure that they are not offered long-term social housing before they are ready to move • CHPs assist customers in transitional housing with tenancy planning and review, to develop skills in sustaining a tenancy and moving towards independent housing A customer may choose to change their preference to list for vacancies in these programs at any time without penalty

Once the customer's eligibility and housing need are verified, and it is established that the vacant property matches their need, include the customer in the Referral Report to the CHP.

Bulk Referrals

Due to the size of the shortlist, commence the pre-allocation and eligibility checks two (2) months prior to estimated completion to ensure the Referral Report is sent to the CHP three (3) weeks prior to completion.

At twenty-eight (28) days to completion, re-verify any customer circumstances where the pre-allocation check was greater than twenty-eight (28) days ago. This will only be required if the project and completion date is delayed.

Nominations Process

To make a nomination, the Community Housing Provider (CHP) sends the Nomination Form with the Notification of Vacancy form.

Community Housing Providers may nominate customers for vacancies in:

- any transitional housing property, if the customer is assessed as in high and urgent need for social housing and is listed on the Housing Register
- Transition to Independent Living Units (known as TILS) if the customer is a young person (aged 15-20 years old) being supported by a funded Youth Housing and Reintegration Service. See TILS for further information.
- Supportive Housing (Common Ground) if the customer is from the low to moderate income target group. Common Ground Queensland cannot nominate customers from the Chronic Homelessness Group.
- longer-term or affordable community housing properties with approval from the Executive Director, Service Delivery. The approved list of Community Housing Providers is available at:

[https://hpwqld.73\(2\)](https://hpwqld.73(2))

The CHP must ensure that a nominated customer:

- consents to the nomination and understands what the process involves

Release

- has lodged an application for Social Housing
- matches the program of assistance and the property type, e.g. in terms of location, disability access, bedroom entitlements or other features and has any required support in place to assist their tenancy.

The nominated customer's application for Social Housing must be approved before they are offered housing (see **exception for Supportive Housing - Common Ground**).

Exception: Supportive Housing (Common Ground)

Customers without an approved social housing application in the low to moderate income target group can be housed as long as they meet the Common Eligibility Criteria, except the household income. The household income limit for these customers is assessed against the National Rental Affordability Scheme Entry Income Limits as published by the Australian Government.


Note: *To facilitate a Manual Offer in reside to customer's from this target group, an application for social housing is created and/or existing application updated and assessed as priority need. The following note is added to the customer's application, "Customer is confirmed as low to moderate income with no social housing application target group and eligible for allocation to Supportive Housing (Common Ground). Application assessed as High Need to facilitate Manual Offer in Reside."*



Requests from Community Housing Providers to use the Nominations Process for additional properties

If an CHP wishes to use nominations to fill additional property vacancies, refer them to Contract Management to discuss seeking approval.

Before applying, the CHP must confirm customers from the target group cannot be identified through standard search of the housing register. When a CHP contacts the Housing Service Centre:

1. Ask for details of the proposed target group, e.g. people with acquired brain injury
2. Search the housing register to determine if customers from the proposed target group can be identified
3. If an applicant/s from the proposed target group:
 - cannot be identified using a standard search, advise the CHP to contact their Contract Manager to apply.
 - can be identified using a standard search, advise the CHP that an application for approval to use nominations will not be approved. Advise the CHP to contact their Contract Manager to confirm if their funding agreement with the department allows them to fill vacancies with people from their target group through the standard allocations process.
4. If the CHP is approved, they will be added to the approval list.

No	System	Instruction	Minimum Delegation						
	Trigger	The Regional Director has approved the property allocation and the request can proceed for the lease agreement to be created.							
1	System	Email the Property Allocation Form to Social and Affordable Housing Programs (SAHP) with a Legal Document Request Form - Lease for a 6-month lease	Contract Officer						
2	Manual	<p>Review the SHDL property allocation request:</p> <table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>the SHDL property allocation request is approved</td> <td>Email all documents to Legal Services (cc. Contract Officer). Legal Services will prepare/execute the lease agreement, recording all actions in the Legal Tracking Sheet. Create Lease Agreement (Funded Provider) Go to Update Property Record</td> </tr> <tr> <td>the SHDL property allocation request is not approved</td> <td>Advise the Contract Officer</td> </tr> </tbody> </table>	If...	then...	the SHDL property allocation request is approved	Email all documents to Legal Services (cc. Contract Officer). Legal Services will prepare/execute the lease agreement, recording all actions in the Legal Tracking Sheet . Create Lease Agreement (Funded Provider) Go to Update Property Record	the SHDL property allocation request is not approved	Advise the Contract Officer	Social and Affordable Housing Programs
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the SHDL property allocation request is not approved	Advise the Contract Officer								
Proceed to Stage 4 - Update Property Record									

4			
UPDATE PROPERTY RECORD			
PROCESS STEPS			
CONTEXT			
COHORT INFORMATION			
RESOURCES & TRAINING			
No	System	Instruction	Minimum Delegation
	Trigger	The lease agreement has been created and provided to the Contract Manager so that the property can be changed to SHDL usage type and allocation can proceed.	
1	System	Email the Property Allocation Form to Portfolio Information Unit (PI)	Contract Officer
2		Update the Reside property record to change from Public Housing to Same House Different Landlord Property > Business Processes Same House Different Landlord (SHDL) - Allocation	Portfolio Information Unit

No	System	Instruction	Minimum Delegation
		Email the HSC Management Team Mailbox when update is complete	
3		Update the property record to remove the Hard to Let property flag <ol style="list-style-type: none"> 1. Property Request: Change All Property Data (CHANGEPROP) 2. Assign Milestone: CHANGEPROPA - Change Data and Update Estates 3. Action: H.S.C/R.A.M/Remote Property Flags and remove the property element THLPFLG - Hard To Let (Vacant Tenantable) 	Housing Officer
		Proceed to Complete Manual Offer For Community Housing Nomination -Stage 4	

RTI RELEASE