

Eligibility & Allocation Policy (HCT)

Document Owner
Chief Operating Officer

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3

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1. Purpose

To provide overarching principles and that will support Housing Choices Tasmania (HCT) staff to undertake allocations in a manner that is aligned with the values and contractual obligations of HCT.

The policy explains how HCT makes eligibility and allocation decisions relating to all vacant properties in our social housing portfolio to ensure transparency and accountability.

2. Scope

This policy applies to eligibility and allocations for social housing, owned or managed by HCT. This policy does not include eligibility or allocations for specialist disability accommodation.

3. Policy Statement

HCT is committed to undertaking all housing allocations within a framework which is transparent and meets our contractual funding obligations and individual program requirements. HCT will also adhere to the Residential Tenancy Act, 1997 and the requirements of the National Regulatory System of Community Housing (NRSCH).

Further information regarding individual program eligibility can be obtained by contacting a Housing Choices Tasmania Office.

4. Eligibility

To be eligible for social housing tenancy with HCT, applicants are required to meet the eligibility criteria as determined by Homes Tasmania.

The eligibility criteria are available here: [Homes Tasmania - Applying for social housing](#)

5. Allocation of Homes

HCT allocates social housing properties owned and managed by HCT to households on the Tasmanian Housing Register. The Tasmanian Housing Register ensures that applicants in greatest need are being housed first and are being matched with appropriate vacancies.

Applicants must apply directly to register an application on the Tasmanian Housing Register through Housing Connect: <https://www.homestasmania.com.au/housing-and-homelessness/housing-connect>

When undertaking a social housing allocation, HCT will consider the current tenancy mix, program and funding guidelines and the financial viability of the property portfolio.

HCT's allocation decision will be transparent and the details of the decision will be made available to applicants and their advocates.

6. Former Tenant Debt

Having a former tenant debt with HCT does not impact on allocation of a property. If an applicant with a former tenant debt is eligible for social housing and is on the Tasmanian Social Housing List, HCT will arrange a repayment plan with the applicant at the time of offer.

7. Collection Statement

All personal information HCAL collects will be done in accordance with our Privacy Policy and Collection Statement for Residents.

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
<ul style="list-style-type: none">Residential Tenancies Act (TAS) 1997National Regulatory System of Community Housing Guidelines (NRSCH)	<ul style="list-style-type: none">Privacy PolicyCollection Statement for residents

English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بـ **Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرید. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**.

Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.