It is essential that the department maintains current information on funded services which is accurately recorded in departmental systems. This requires funded providers and department staff working in partnership, each undertaking specific responsibilities to achieve required outcomes. This factsheet contains information for community housing providers on how to work with the department to ensure systems are up to date.

**Policies and procedures**

Under their funding agreements, including the Social Housing Program Specification, providers are required to implement a range of policies and procedures published by the department including:

**Policies**

- Social Housing Eligibility Criteria
- Allocations Policy for funded social housing providers
- Social Housing Rent Policy
- Allowable Expenditure and Surplus Policy
- Social Housing Tenancy Management Policy.

**Procedures**

- Operational Procedures – SPPRO1: Allocations procedures for funded social housing providers
- Operational Procedures – SPPRO2: Exit procedures for managing tenants exiting from transitional housing
- Transfers Procedures – SPPRO3: Transfer procedures for funded social housing providers.

**Property details**

**Why are property details kept by the department?**

The department needs accurate details of funded properties in its property and tenancy management database to identify and refer suitably matched applicants from the Housing Register.

Accurate property details also assist the department with portfolio planning, including identifying the types of properties needed to meet future demand.

Under the *Housing Regulation 2015* and through funding agreements, providers are required to notify the department when they obtain a new property, modify an existing property or relinquish or dispose of a funded property.
How to inform the department of changes – provider owned properties

For all provider owned social housing and crisis accommodation properties the provider must within two days after a change has occurred advise Social and Affordable Housing by email of new, modified, relinquished or disposed properties. Include in this email information such as property address, number of bedrooms and any other relevant information which can assist with allocations from the housing register.

This excludes Community Rent Scheme (CRS) private head lease properties and Crisis Accommodation Program (CAP) private head lease properties which are not provider owned.

Lease or handback of a CAP funded head lease property

CAP providers are required to email Social and Affordable Housing, within two days of a change occurring, to advise the department of the following:

- a new CAP property is head leased from the private market
- a CAP head lease property is relinquished.

The email should include

- a subject line of: “new CAP property” or “relinquished CAP property”
- the name of the organisation
- the address of the property, e.g. Unit 4/11 Brown St, Kingstown
- text stating that the property has been leased by the organisation or that the property is no longer leased by the organisation.

Lease or handback of a CRS funded head lease property

CRS providers must, within two days of a change occurring, notify the relevant Housing Service Centre of any new properties head leased from the private market using the Notification of Vacancy Form – Community Housing.

CRS providers must, within two days of a change occurring, notify the relevant Housing Service Centre of any private head leased property that is relinquished via email, including:

- a subject line of: “relinquished CRS property”
- the name of the organisation
- the address of the property, e.g. Unit 4/11 Brown St, Kingstown
- the Unique Property Identifier (UPI), if known. The UPI is a code given to a property in the department’s property and tenancy management database
- text stating the property is no longer leased by the organisation.

The Housing Services Centre will manage the closure of the department’s property record. Providers should request a ‘read receipt’ on any emails sent to Housing Service Centres and telephone the housing service centre if a receipt is not received within one working day.

Practice issues

The department has identified inaccuracies with some CRS property details recorded in the department’s property and tenancy management database. As a result transitional housing providers will be required to report monthly on their transitional properties (CRS, CMSU (transitional Housing only) and SHDL) and the application numbers of the tenants in the properties. Following the implementation of the new monthly transitional housing property and application number reports, contract managers will work with providers and Housing Service Centres to cleanse any property record errors.
Contract managers will use the information supplied by funded providers as part of the monthly transitional housing reporting and compare it against SAP. Where a difference is identified, the contract manager will follow-up with both the provider and Housing Service Centre to find the source of the inaccuracy and rectify the issue.

**Vacancy management**

All social housing providers are required to house applicants referred by the department from the Housing Register, this excludes allocations to CAP. Providers and Housing Service Centre staff must follow the process documented in the *Operational Procedures – SPPRO1: Allocations procedures for funded social housing providers* (Allocations procedure) to tenant vacant properties.

It is important that all steps in this process are completed by both providers and Housing Service Centre staff, as it ensures a timely and appropriate allocation for the provider and ensures that the department’s property and tenancy management database remains accurate.

**Vacancy management performance indicator**

The department has established the following performance indicators for managing vacant properties. Both providers and Housing Service Centres are required to meet the same benchmarks.

- Vacant untenantable to Vacant tenantable – 11 days
- Vacant tenantable to Tenanted – 14 days.

The department uses information contained in our property and tenancy management database to report on vacancy timeframes for providers against the set performance indicators. The performance indicators incorporate adequate time for the steps in the Allocations procedure to be followed.

**Practice issues**

The department is aware that these figures can be inaccurate where information is not:

- supplied to the relevant area in the department within the specified timeframe
- updated in the departments property and tenancy management database in the specified timeframe.

Where a provider is aware that they have not met the performance indicator for vacancy management they can provide reasons for this when completing the quarterly report template. A contract manager will also contact the provider to discuss and identify if it is due to a performance or practice issue, and work with you and the Housing Service Centre to address any issues.

**Where can I get more information?**

Organisations should access the department’s website [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au) which has a series of resources regarding funded obligations including policies, procedures, practice guides, program specification, program guidelines, forms and information sheets.

Further queries should be directed to your contract manager.

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<tr>
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<td>Brisbane</td>
<td>3007 4377</td>
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