

Allocations Policy

Providers of long-term community housing and affordable housing

Housing Regulation 2003

The *Housing Regulation 2003* requires providers of long-term community housing and affordable housing to apply the [Allocations Policy Long Term Community Housing Program and Affordable Housing Providers](#).

This policy outlines the steps providers must follow when allocating housing assistance.

What does the policy mean for providers?

Long term community housing and affordable housing providers allocate housing assistance to eligible applicants referred from the housing register by the department's Housing Service Centre. Providers and Housing Service Centre staff work closely together to ensure applicants are appropriately matched to vacant properties.

The department monitors providers' compliance with the policy.

What are the steps involved in making allocations?

Procedures published under the Allocations Policy give further details on the steps to be undertaken by providers and Housing Service Centres. The processes are summarised below.

Vacancy notification

The provider informs the department of a property vacancy by forwarding a completed [Notification of Vacancy Form - Community Housing](#) to the Housing Service Centre.

Notification and referral

The Housing Service Centre creates a referral report for the provider of applicants whose needs match the vacant property. The provider is responsible for making offers to suitable applicants. The provider tells the Housing Service Centre of applicants' decisions to accept or reject offers of housing, and the Housing Service Centre updates the housing register.

Nomination

The nominations process allows long term community housing and affordable housing providers to manage offers of housing to people from target groups which cannot be identified by searching the housing register; for example, people from a particular cultural group. Long term community housing and affordable housing providers may apply to the department for approval to use the nominations process.

Bulk referral

The bulk referral process assists providers to fill multiple units of accommodation that are available for tenancing at the same time, for example, new social housing developments. The Housing Service Centre creates a bulk referral list from the housing register for consideration by the provider. The provider manages the offers of housing to suitable applicants.

Providers, Housing Service Centres and support services are encouraged to form an Allocation Panel to help them successfully tenant new social housing developments.

Transfers

The allocations policy supports tenant transfers within a provider's own portfolio and to properties managed by other providers or the department. For more information on processing client-initiated transfers, see the [Transfers: assessing and prioritising applications factsheet](#).

For more information

More information about the allocations policy is available on the Department of Housing and Public Works website at www.hpw.qld.gov.au or by contacting us at:

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