



Building Better Cities Application Form

Application Form Document Check List

Please ensure that you have included the following information when returning your housing application for all household members aged 18+:

- Signed Application form**
Please make sure that the application and privacy disclosure has been signed
- TICA Privacy Disclosure Form**
Completed and signed by main applicant and any additional household members aged 18 and over
- Identification (Primary and Secondary)**
This must include photo identification as well as Medicare card, bank card, birth certificate etc.
- Centrelink Statement**
Please include your three most recent income statements from Centrelink
- Child Support Statement**
Please include a current statement from the child support agency (if applicable)
- Pay slips**
Please include your three most recent pay slips from your employer
- Phone, Gas or Electricity Bill**
Please include a recent bill from a utility company
- Bank Statement**
Please include a minimum of 3 months transaction history

Office Location

Compass Housing Services – Newcastle
1 Brown Street, Newcastle
info@myplaceproperty.com
1300 333 733

Please note: incomplete applications will not be accepted. Please ensure all pages are signed where required, and all required documents as outlined on page 11 are provided for all household members aged 18+.

PERSONAL DETAILS – MAIN APPLICANT

Please tick [✓] the correct box or write in your answer.

Please note that if your application is successful, the main applicant will also be the main leaseholder.

Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Mr <input type="checkbox"/>	Gender	Male <input type="checkbox"/> Female <input type="checkbox"/>
Family name			
Given Names			
Home address			
Postal address			
Day time phone number			
Mobile number			
Evening phone number			
Date of birth			
Email address			

Do you need an interpreter: for spoken English?

For written English?

What is your first language? _____

Address of property you are applying for:

What lease term would you be willing to commit to?

When would you like to commence the lease?

_____/_____/20____

HOUSING REQUIREMENTS

Please describe your housing requirements in the table below; e.g. if you require ground floor accommodation, struggle with stairs, require a yard etc. Please only list requirements, not preferences, to ensure the property you are applying for is suitable.

HOUSING AND INCOME DETAILS

NOTE: You are required to provide details of your accommodation history for the past 2 years

CURRENT HOUSING DETAILS

Are you a: <input type="checkbox"/> Tenant <input type="checkbox"/> Additional Occupant <input type="checkbox"/> Boarding <input type="checkbox"/> Home Owner	
Current Address:	
Length of time at current address:	Rent p/w: \$
Reason for leaving:	
Name of Landlord/Agent:	Phone:

PREVIOUS HOUSING DETAILS

Previous Address:		
Length of time at above address: From	To	Rent p/w: \$
Name of Landlord/Agent:	Phone:	
Was Bond refunded in full?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If No, please specify reasons why:		

INCOME DETAILS

In order to be eligible for an Affordable Housing property we will require details of all current income. You will be required to submit documentation to support income earned including: Pay slips, Centrelink income statements, earnings advice from accountant (if self employed) etc.

Type of Income	Gross [before tax] per fortnight
Other employment	\$
Centrelink	\$
Child Support	\$
Superannuation Payments	\$
Interest from investments	\$
Other (please specify):	\$

Do you or any of your family on this application own property Yes No

Own assets that give you or your family income Yes No

Own other assets other than household goods, and a car Yes No

CURRENT EMPLOYMENT DETAILS

You are required to provide your employment details for the last 12 months. Please complete if your current employment commenced less than 12 months ago

Occupation:	Employer:
Employer's Address:	
Supervisor's Name:	Supervisor's Position Title:
Contact Number:	Length of Employment:
Date Employment Commenced:	Employment Status:

PREVIOUS EMPLOYMENT DETAILS

If your current employment commenced less than 12 months ago, you are required to provide your previous employment details

Occupation:	Employer:
Employer's Address:	
Supervisor's Name:	Supervisor's Position Title:
Contact Number:	Length of Employment:
Date Employment Commenced:	Date Employment Ceased:

PET INFORMATION

Will there be a pet/pets living with you?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please provide the following information for your first pet:		
Sex:	Age:	Breed:
Registration Number:		Name:
Please provide the following information for your second pet (if applicable):		
Sex:	Age:	Breed:
Registration Number:		Name:

NEXT OF KIN

Please provide contact information for a person not on this application who we may contact in case of an emergency.

Name:	Relationship to you:
Phone Number:	Email:
Address:	

REFERENCES

Please provide a personal reference (not related to you)

Name:	Relationship to you:
Phone Number:	Email:
Address:	

ADDITIONAL OCCUPANTS - PERSONAL DETAILS

Please list any additional occupants who will be living with you including children. If there is more than 1 additional occupant aged 18+, please complete an 'Additional Occupants Form' for additional adults.

Full Name	DOB	Relationship to Main Applicant	Contact Number

HOUSING AND INCOME DETAILS FOR ADDITIONAL OCCUPANTS (18 years+)

Note: You are required to provide details of any additional occupants' accommodation history for the past 2 years and their income information.

CURRENT HOUSING DETAILS

Are they a: Tenant Additional Occupant Boarding Home Owner

Current Address:

Length of time at current address:

Rent p/w: \$

Reason for leaving:

Name of Landlord/Agent:

Phone:

PREVIOUS HOUSING DETAILS

Previous Address:

Length of time at above address: From

To

Rent p/w: \$

Name of Landlord/Agent:

Phone:

Was Bond refunded in full?

Yes

No

If No, please specify reasons why:

INCOME DETAILS

You will be required to submit documentation to support income earned including: Pay slips, Centrelink income statements, earnings advice from accountant (if self employed) etc.

Name	Type of Income	Gross [before tax] per fortnight
Wages		\$
Centrelink		\$
Child Support		\$
Superannuation Payments		\$
Interest from investments		\$
		\$

Do you or any of your family own property Yes No

Own assets that give you or your family income Yes No

Own other assets other than household goods, and a car. Yes No

CURRENT EMPLOYMENT DETAILS

You are required to provide your employment details for the last 12 months.

Occupation:	Employer:
Employer's Address:	
Supervisor's Name:	Supervisor's Position Title:
Contact Number:	Length of Employment:
Date Employment Commenced:	Employment Status:

PREVIOUS EMPLOYMENT DETAILS

If your current employment commenced less than 12 months ago, you are required to provide your previous employment details

Occupation:	Employer:
Employer's Address:	
Supervisor's Name:	Supervisor's Position Title:
Contact Number:	Length of Employment:
Date Employment Commenced:	Date Employment Ceased:

Is there any other information you would like to provide in support of your request for housing? (If so please attach supporting documentation)

DECLARATION

Please ensure that you read and understand the following before signing.

I hereby offer to lease the property from the owner under a lease to be prepared by Compass Housing Services trading as My Place Property. I acknowledge that I will be required to pay a bond and two weeks rent in advance upon signing my lease agreement.

I acknowledge that:

- This application will not be processed if the required information is not completed and provided in its entirety
- This application is subject to the approval of Compass Housing Services trading as My Place Property
- Offers of accommodation are subject to property availability
- If the applicant is found to be ineligible for the Building Better Cities Program, this application together with attachments will be destroyed immediately

I declare that:

- All information contained in this application is true and correct and given by my own free will
- I am not bankrupt or in debt to any landlord/agent
- I do not owe any money to Housing NSW, Compass Housing Services, Compass Housing Services trading as My Place Property, or any other community housing provider

Signature of Applicant

Date

Signature of Additional Occupant 1

Date

PRIVACY POLICY

The *Privacy Act 1988* (Cth) (the Act) allows certain information about the Applicant referred to in this Application to be collected, used and disclosed for the purpose for which it was collected, and otherwise in accordance with the Act. This Privacy Policy only applies to the extent the Agent collects, uses, and discloses personal information.

Compass Housing Services Co Ltd trading as MyPlace Property may amend, or amend and restate, this Privacy Policy from time to time and may subsequently notify the Applicant of any changes to this Privacy Policy by written notification to the Applicant. Personal Information may be collected and stored during each of the application, assessment and processing stage.

The personal information the Applicant provides in this Application or collected from other sources is necessary for the Agent to:

(a) Identify and verify the Applicants' identity; (b) process and assess the Application; (c) assess the Applicants' ability to meet their financial and other obligations under the Residential Tenancy Agreement; (d) make recommendations to the Landlord; (e) manage the tenancy for the Landlord; (f) liaise and exchange information with the Applicant, and the Agent's or Applicant's legal and other advisors including support workers in relation to or in connection with the Residential Tenancy Agreement; (g) comply with any applicable law; and (h) comply with any dispute resolution process. If the personal information is not provided by the Applicant, the Agent may not be able to carry out the steps described above and may therefore not be able to process the Application.

Personal information collected about the Applicant in connection with this Application and, if successful, the tenancy may be disclosed by the Agent for the purpose for which it was collected to other parties including to the Landlord, the Landlord's mortgagee or head-lessor (in either case, if any), referees, other agents, Courts, tribunals responsible for residential tenancy matters, third party operators of tenancy databases, and any other third parties instructed by the Applicant.

Information held by the tenancy databases may also be requested by and disclosed to the Agent and/or the Landlord. If the Applicant enters into a Residential Tenancy Agreement, and if the Applicant (as tenant) fails to comply with their obligations under that agreement, that fact and other relevant personal information collected about the Applicant (as Applicant or as tenant) may also be disclosed to the Landlord, third party operators of tenancy databases, other agents, Courts and tribunals responsible for residential tenancy matters.

The Applicant has the right to request access to any personal information held by the Agent which relates to them, unless the Agent is permitted by law (including the Act) to withhold that information. Any requests for access to the Applicant's personal information should be made in writing to the Agent at the contact details included in this Application. The Agent may charge a reasonable fee where access to personal information is provided (no fee may be charged for making

an application to access personal information). The Applicant has the right to request the correction of any personal information which relates to the Applicant that is inaccurate, incomplete or out-of-date.

The agent will take reasonable precautions to protect the personal information it holds in relation to the Applicant from misuse, loss, and unauthorised access, modification or disclosure.

By signing this Application, the Applicant acknowledges that it has read, understands and accepts the terms of this Privacy Policy and the permissions to collect, use and disclose personal information, and the Applicant authorises the Agent to collect, use and disclose, in accordance with the Act, their personal information for the purposes specified in this Privacy Policy.

NOTICE TO PROSPECTIVE TENANTS

The availability of telephones lines; internet services; analogue, digital or cable television (and the adequacy of such services); are the sole responsibility of the tenant(s) and tenants should make their own enquiries as to the availability and adequacy of such services before accepting the tenancy of the property. The landlord does not warrant that any telephone plugs, antenna sockets or other such service points located in the property are serviceable, or will otherwise meet the requirements of the tenants, and tenants must rely upon their own enquiries.

I, the applicant, hereby agree:

- The above information is true and correct
- I understand that Compass Housing Services trading as My Place Property will conduct employment, housing and personal reference checks based on the information I and any additional occupants have provided in this application
- I am financially able to meet all the commitments under the Residential Tenancy Act
- I, and any listed additional occupants, have not been declared bankrupt
- My application may be processed and checked through TICA (Tenancy Information Control Centre Australia) and TRA (Trading Reference Australia) as well any previous agents/landlords supplied
- I have provided proof of all gross household income received for the 12 months prior to the property availability date
- I accept the property applied for in its current condition, and this property meets all of mine and my household's requirements

Signature of Applicant: _____

Date: _____

Signature of Additional Occupant 1: _____

Date: _____



PUBLIC ENQUIRY DEPARTMENT

P.O. BOX 120
CONCORD NSW 2137

TEL: 190 222 0346
Calls charged at \$5.45 per minute, higher from mobile and payphones
ABN: 84 087 400 379

TICA Privacy Disclosure Form

This form provides information about how your personal information, as required by the National Privacy Principles in the Privacy Act 1988, and seeks your consent to disclosures to the TICA Group of companies (TICA) in specified circumstances. If you do not consent to the disclosure of your personal information to TICA we can not process your application. As a professional asset manager we collect personal information about you. The information we collect can be accessed by you by contacting our office.

Primary Purpose:

Before a tenancy is accepted we collect your information to assess the risk to our clients in providing you with a property you have requested to rent and if considered acceptable provide you with a tenancy for the property. In order to assess your application we disclose your personal information to: The Lessor / Owners for approval or rejection of your application, TICA Default Tenancy Control Pty Ltd and TICA Assist Pty Ltd to assess the risk to our clients and verify the details provided in your tenancy application, Referees to validate information supplied in your application and Other Real Estate Agents to assess the risk to our clients

The Agent may also take into account any information that is disclosed to us by TICA relating to attempts by Debt Collection Agencies, Credit Providers and related person to contact or locate you.

Secondary Purpose:

During and after the tenancy we may disclose your personal information to: Trades people to contact you for repairs and maintenance of the property, Tribunals or Courts having jurisdiction seeking orders or remedies, Debt Collection Agencies and affiliated industries, TICA Default Tenancy Control Pty Ltd to record details of your tenancy history, Lessors / Owners insurer in the event of an insurance claim and Future rental references to other asset managers / owners.

In the event of a successful tenancy application the applicant's personal information maybe recorded in the Agent's TICA Virtual Manager System, which will allow the Agent to be advised of any future tenancy applications you make. Information regarding our data deletion practices can be advised should you wish. The TICA Virtual Manager program will monitor your tenancy applications as part of our Risk Management procedures to protect our landlord's exposure. The monitoring of your tenancy applications is not a listing on the TICA Tenancy History database. This information is information that would be available to the Agent on a truthfully completed tenancy application form.

TICA Statement

As the TICA Group may collect personal information about you, the following information about the TICA Group is provided in accordance with the National Privacy Principles in the Privacy Act 1988. TICA Default Tenancy Control Pty Ltd (ABN 84 087 400 379) is a tenancy database that records tenants personal information from its members including tenancy application inquiries and tenancy history. TICA Assist Pty Ltd (ABN 28137 488 503) is a database company that records information from mercantile agents and associated industries. In accordance with the National Privacy Principles you are entitled to have access to any personal information that we may hold on any of our databases. To obtain your information from the TICA Group proof of identity will be required and can be made by mail to: TICA Public Inquiries PO BOX 120, CONCORD NSW 2137 a fee of \$14.30

TICA Primary Purpose

The TICA Group collects information from its members and provides such information to other members as a risk management system for the purpose of assessing a tenancy application. The TICA Group does not provide any information that it collects to any other individual or organization other than its own group of companies for any other purpose other than assessing a tenancy application or risk management system or locating system other than government departments and or agencies allowed by law to obtain information from the TICA Group.

The personal information that the TICA Group may hold is as follows: Name, date of birth, drivers license number, proof of age card number and or passport number (except Australian) and address at time of making a tenancy application, comments made by a TICA member in relation to your tenancy, which members you rented through and which members you applied to and which members are seeking you.

Signed By the Applicant/s

Name: _____ Signature: _____ Date: _____

Name: _____ Signature: _____ Date: _____

Compass Housing Services has a number of housing programs for people in different categories. This application is for a property in the Affordable Housing Program. I understand that this program has policies that I have been given copies of and agree not to breach.

- ◆ *The Affordable Program is for people who are **employed** but are on low wages. If you become unemployed, you will be given twelve months to find alternative employment. At the end of that time, if you have not been able to gain employment Compass Housing Services will attempt to relocate you to another property in a different program. This program does not require you to be working but you must be eligible for public housing.*
- ◆ *I/we understand that we need to provide Compass Housing Services with regular income statements to ensure that rent is calculated correctly and that my/our eligibility is maintained. So statements should be provided if your income changes or if Compass Housing Services requests this information.*
- ◆ *Pets may only be kept if the tenant has requested this in writing and Compass Housing Services has given permission. We will only give permission if premises have separate enclosed yards and the pet is appropriate to the size of the yard. Pets may only be kept if there are no complaints from neighbours.*
- ◆ *Compass Housing Services must only agree to tenants having a set number of bedrooms ie. A single bedroom for each child of secondary school age, children below this age can share. Parents are expected to share a room. Because Affordable Housing is subsidised we cannot provide 'spare rooms' that some people may like to have for visitors relatives etc.*
- ◆ *Compass Housing Services has a Complaints and Appeals policy for all tenants. You need to put your complaint in writing to the Chair of the Complaints Committee and send or deliver it to Compass Housing Services.*

I, _____, have read the above information concerning the Affordable Program and agree to abide by the rules of the program.

I, _____, have also read and signed the Compass Housing Services Co Ltd Privacy Authorisation Form, and understand that form must be read and signed in order for this application to be processed. I further acknowledge that each person whose personal information is contained on this form must give their consent to use their personal information by initialling or signing next to where their name appears on this form. Each person who signs this form must have received and read Compass Housing Services Co Ltd's Privacy Policy.

Name

Date

Affordable Housing Policies

Tenant Rent Payments and Discounts

1. The Landlord agrees to provide the tenant with a discount on market rent if the tenant's income is in accordance with Compass Housing Services policies for rental discount. This amount may change from time to time in accordance with the tenant's household income and with policies of Compass Housing Services. Where the rent increase is a result of tenant non compliant with request for income information, this new rent will apply from the rent review effective date until the date income information is provided. Once updated information is provided new rent will be calculated effective from the date the income information is received (not backdated to the rent review increase effective date).
2. In all cases there will be no discount if the tenant does not provide Compass Housing Services with income details when requested.
3. Failure to provide this information is a breach of the tenant's agreement with Compass Housing Services and may lead to Compass Housing Services terminating the lease.
4. Compass Housing Services may determine that premises occupied by the tenant are not fully occupied having regard to the type of premises and the number of people living in the premises.
5. If Compass Housing Services makes the determination of underutilisation, the tenant agrees to accept and move to alternative premises within 30 days of the tenant being notified. Compass Housing Services will attempt to find alternative premises that match the tenant's needs. The tenant will be offered an appropriate number of bedrooms corresponding with the permanent number of residents over ten years of age, assuming that parents will share a bedroom.
6. Compass Housing Services policies permit a person with a disability to be housed in an Affordable property when their wages fall outside nominated income brackets. This is in recognition of people with disabilities having greater difficulty gaining full time employment. Other policies may change from time to time. This occurs when staff take issues to the Allocations Committee and they in turn request the Board of Directors to change a policy. Staff cannot themselves change policies.
7. In 2007 the Board determined that the eligible income for tenancy in Affordable Housing must be between \$20,000 and \$85,000. Of that income 70% must be from wages.
8. Affordable Market Rents are changed periodically in accordance with the Rental Bond Board's figures. Market rents will reflect CPI adjustments.
9. If an applicant is deemed eligible, your name and details will be entered on our Affordable waiting list and you will be selected for housing when an appropriate property becomes available. Where there is more than one family eligible the selection panel will look at all details supplied by applicants and will consider the length of time the applicant has been waiting.
10. If an applicant is unhappy with the decision made concerning their housing they may within 28 days of the decision being made, write to the Allocations and Appeals Committee giving their reasons for wanting a review of the decision.

Compass Housing Services has a number of housing programs for people in different categories. This application is for a property in the Affordable Housing Program. I understand that this program has policies; some of the significant policies are set out below. I agree not to breach these policies.

IDENTIFICATION OF VARIATIONS OF TENANCY MANAGEMENT POLICY AFFECTING ARHP (AFFORDABLE) TENANCIES

APPLICANT ELIGIBILITY

The eligibility criteria to apply to the ARHP are:

- Applicants must meet income eligibility limits (these lower and upper limits vary with economic conditions, but are presently between \$20,000 per annum and \$85,000 per annum. Of these amounts, 70% of that income shall be employment related income – this may be reviewed by the Chief Executive Officer);
- Applicants must require medium to long-term affordable rental housing;
- Applicants must not own property or assets which could realistically be used to secure affordable, appropriate housing;
- Applicants must be permanent residents or citizens of Australia;
- the required housing is available or likely to become available from the ARHP;
- there is no conflict of interest as a result of a close association or employment with Compass Housing Services;
- There is no outstanding debt owed to Compass Housing Services.

INCOME ELIGIBILITY

The ARHP is primarily aimed at households not catered for by public housing, that is, wage earners rather than those whose income is derived from pensions or benefits. The minimum income represents a level above pension/benefit levels for most household types. What is considered 'employment related income' is payment rendered for services provided and can mean, for example, those who are self-employed, provide residential care, receive maintenance or are in receipt of workers compensation payments.

ASSESSMENT

The assessment of income eligibility shall take into account the existence of unusually high regular expenses for essential items, such as medical services. This means that households exceeding income eligibility could be housed by the ARHP where such circumstances exist. The provision to approve allocations to the ARHP in these circumstances shall be at the discretion of Compass.

MAXIMUM DISCOUNT

The maximum discount that can be obtained in assessing income eligibility is up to 60% of the market rent.

BALANCING AFFORDABILITY AND APPROPRIATENESS

'Appropriate housing' is described as housing that is appropriately responsive to the individual and cultural needs of residents and suitable to their lifecycle stage and household composition.

Households often choose to live in inappropriate accommodation because more appropriate accommodation is unaffordable. The assessment of eligibility therefore needs to recognise that an applicant's current housing may be affordable (under 30% of gross income) but inappropriate. In these cases, an assessment will need to be made in relation to whether the applicant could secure affordable appropriate housing. The assessment of level appropriateness will be at the discretion of Compass.

Tenants of the Affordable Program will be offered alternate housing within the Program, or in other programs – depending on eligibility, where properties are under-occupied and remain so for a period of over 12 months. Under occupancy means having greater than one additional bedroom required by the permanent household related to the subject tenancy.

ALLOCATION OF HOUSING

ARHP dwellings will be allocated by the Affordable Housing Manager taking into account the following criteria:

- the housing need(s) of the applicant, that is, the degree to which their current housing is unaffordable or inappropriate;
- ensuring that high-needs groups are represented in allocations;
- ensuring an appropriate income mix;
- the household size is appropriate to the accommodation available;
- specific accommodation needs related to the type of dwelling, eg the need for ground floor accommodation;
- specific accommodation needs related to locational factors, eg the need for close proximity to local services and facilities;
- judgements as to the compatibility mix with each development, while ensuring diversity; and
- the need to live in the area of the affordable housing properties.

AFFORDABLE HOUSING RENTAL POLICY

RENT CHARGES

Tenants of the ARHP will pay 27% of their gross household income in rent, and also, if eligible for Commonwealth Rent Assistance (CRA), an assessment for CRA Optimisation will be done. CRA Optimisation will be calculated as per the formula set by the Office of Community Housing, and if in line with the CRA Optimisation formula the CRA Optimisation will be included in the income assessment along with the 27% of gross household income. If the CRA Optimisation cannot be included due to the CRA assessment formula the Commonwealth Rent Assistance will be included in the income assessment along with 27% of gross household income, up to the market rent for their dwelling, bearing in mind that the maximum discount that can be obtained in assessing income eligibility is up to 60% of the market rent. This discount varies with income and continues subject to satisfaction of discount eligibility criteria, refer to Income Eligibility Policy

Affordable Market Rents are changed periodically in accordance with professional appraisals.

EXCLUDED INCOME

The policy applicable to the Community Tenancy Scheme, which excludes certain types of statutory benefits from assessment as income, will apply to the ARHP.

INCOME REVIEWS

All tenants must notify Compass in relation to any apparent change in income within 14 days of change in income. Notwithstanding this, income reviews will be conducted at least every 6 months, and/or whenever the household income significantly changes. All tenants will be required to furnish proof of income for all household incomes. Tenants who choose not to submit documentation of income will be charged market rent.

1. Changes in Income

Where a tenant's income rises above the income eligibility limit, the following policy shall apply:

- no action will be taken where incomes are up to 10% above income limits;
- where a tenant's income is more than 10% above income limits, there will be a 12 month review period. During this review period, an assessment will be made of the size of the tenant's increase in income and the permanence or otherwise of the income increase; and
- if a tenant is found to be ineligible following the review period, they will be advised of the requirement to relocate. Relocation shall be at the tenant's own expense.

Where a tenant's income falls below the income eligibility limit, the following policy shall apply:

- No action will be taken where the income fall is not greater than 10% of the minimum threshold;
- There will be a 12 month review period, during which time the circumstances of the tenant will be assessed. This assessment shall include analysing the size of the decrease in income and the permanence of the income change, bearing in mind the maximum discount that can be obtained in assessing income eligibility is up to 60% of the market rent; and
- If the tenant's income has not increased to the minimum income limit during the review period, and is unlikely to do so in the immediate future, the tenant may be re-located at their own expense into social housing once they are an accepted applicant of Housing NSW. Their application shall then be subject to a suitable vacancy.
- The review period will commence from the time of income change, causing the review period to commence, until suitable employment occurs. Suitable employment occurs where a tenant works 100 hours or more in a 13 week period or 400 hours in a 12 month period after the commencement of review date, whichever occurs first.

2. Income Assessment for Casual/Temporary Workers

Where the nature of a tenant's income is derived from casual and or temporary employment, or the like, and periodic income has substantial variations, Compass will average income over an appropriate period, for instance quarterly or annually in assessing a weekly income for the purposes of rental discount – but in any case should reflect "suitable employment" criteria per 9.2.3.1 (point 6).

3. Exit Strategy

In all cases of ineligibility beyond 12 months in relation to the Affordable Program criteria, Compass will firstly seek to negotiate with the tenant a suitable exit strategy. If the ineligible tenant is unwilling to negotiate or comply with a reasonable exit strategy, Compass reserves the right to remove the discount to ineligible tenants.

LEASING ARRANGEMENT

Residential Tenancy Agreements between Compass and ARHP tenants will be similar to the social housing program's sub-lease. The sub-lease will provide that tenants agree:

- tenancy agreements shall be for 3 months and then continue on a periodic basis; and

TENANCY ARRANGEMENTS

- 'under-occupancy' shall be defined as more than one bedroom permanently unused.
- In such a case the tenant agrees to negotiate in good faith for a transfer to alternative premises within 30 days of being notified of such under-occupancy. Compass will endeavour to find appropriate alternative premises that match the tenant's needs.

All AHRP tenants shall have a sub-lease with Compass, who in turn has a standard lease agreement with the Office of Community Housing.

I _____, have read the above information concerning the Affordable Program and agree to abide by the rules of the Program.

Name/s:

Signature/s:

I _____, have also read and signed the Compass Housing Services CO Ltd Privacy Authorisation Form (attached), and understand that form must be read and signed in order for this application to be processed. I further acknowledge that each person whose personal information is contained on this form must give their consent to use their form. Each personal who signs this form must have received and read Compass Housing Services Co Ltd.'s Privacy Policy.

If an applicant or tenant is unhappy with a decision made concerning their housing they may within 21 days of the date of the decision being made, write to the Executive Manager Operations giving their reasons for wanting a review of that decision.

Compass will provide fair, just and informal review of its services and decisions.

4.1 Complaints and Appeals

4.1.1 Scope

To define the way complaints and appeals will be managed to ensure highest standard of decision making.

4.1.2 Reference to National Housing Standard

3.6 Complaints and Appeals.

4.1.3 Policy

Compass welcomes complaints and views them as a way to improve its service and be accountable to applicants and tenants.

Applicants and tenants can complain about anything they think is unfair or which makes them unhappy in relation to the services offered to them by Compass. Applicants and tenants can involve an advocate or support person when making a complaint.

Complaints will be accepted in whatever form they are presented.

Complaints received will be recorded in an appropriate manner.

A complaint must be made or appeal lodged within three months of receipt of the service or decision being made. The Executive Manager Operations has the discretion to consider matters outside this time frame where this is considered appropriate.

Complaints and appeals process will be communicated to applicants and tenants in appropriate formats.

Compass Housing Services will respond to complaints in an confidential, effective and timely manner.

Strategies used by Compass Housing Services to resolve complaints include holding discussions, the provision of information, negotiation, mediation and conciliation.

Compass Housing Services will adhere to the principals of procedural fairness. Compass Housing Services will provide mechanisms for the complainant or appellant to present their information and respond to Compass Housing Services's reasons for its behaviour or decision. Compass Housing Services will determine these matters using only clearly specified and communicated criteria, policy, procedure and documentation. Compass Housing Services will take into account any individual factors. The Complaints Resolution Officer will only act within their delegated responsibility.

Complaint data will be reported to the Board. Complaint data will be used in the quality improvement procedures.

Applicants and tenants have a right to appeal decisions made by Compass. Applicants and tenants can involve an advocate or support person when appealing a decision of Compass Housing Services.

Complainants and appellants will be advised of the outcome of their complaint or appeal in writing which will detail reasons for the outcome.

4.1.4 Procedure

Accept the complaint or appeal.

Document the complaint or appeal and enter onto Complaints Register.

Complaint

- Provide details of the complainant to Executive Manager Operations, who may appoint a Complaints Resolution Officer within 21 days of the decision or action leading to the particular appeal;
- Complaint given to the Executive Manager Operations and acknowledgement of receipt of complaint sent to complainant if direct answer to be delayed over 7 days;
- Executive Manager Operations researches the complaint or original decision, collects relevant documents and reports and makes a decision within delegations, normally within 21 days of receipt of the complaint;
- If the Complaints Resolution Officer is not the Executive Manager Operations, that officer to report to Executive Manager Operations for ratification; and
- Decision communicated to complainant.

Appeal

- Provide details of appeal to the tenant's Housing Manager;
- The Housing Manager is to prepare a brief to assist in the determination of an appeal;
- Housing Manager to refer appeal to Executive Manager Operations;
- The Executive Manager Operations shall review the decision and make a determination on appeal;
- If the Executive Manager Operations has previously reviewed this decision then the Complaints and Appeals Committee is to be convened;
- The Complaints and Appeals Committee shall make a determination and respond to the complainant; and
- Response to the complainant to include reference to external appeal options including the Housing Appeals Committee.

Should the service complained of or decision appealed against be found to be inconsistent with policy and procedure and that all relevant factors were considered, the Executive Manager Operations should review and action actions and policy as considered necessary.