

Eligibility Review - Policy Sheet for Tenants

Coast2Bay in accordance with Housing and Public Works Policy, and Social Housing Eligibility Criteria must undertake regular and comprehensive review of all tenant circumstances to ensure that social housing is still the most appropriate housing solution for the tenant, and to assess the appropriateness of their current social housing property.

Coast2Bay will assist wherever possible exiting households from social housing within four (4) months of identifying the household is no longer eligible for ongoing housing assistance, we may consider mitigating circumstances and additional factors whether an ineligible household may need to remain in social housing. The ultimate aim is to secure a good client outcome and stable housing circumstances.

Eligibility for social housing directly relates to the Social Housing Eligibility Criteria and what barriers a household have to access the private market, NRAS or home ownership. Areas for consideration are;

- Income and assets, property ownership.
- Australian and Queensland residency.
- Appropriateness of housing to households needs.
- Antisocial behaviours.
- Ongoing need for social housing.
- Housing supply to needs.
- Medical condition or disability.
- Sustainability.

Coast2Bay will carry out annual eligibility reviews in conjunction with annual rent reviews. Where a household is identified as being ineligible for ongoing housing assistance Coast2Bay will encourage the household to work towards other suitable housing options.

An eligibility review is scheduled to be carried out annually for tenants in longer term social housing in conjunction with their annual rent review, or when;

- There is a material change to the household, such as a new or vacating member or changes to income.
- There are reoccurring antisocial behaviours.
- There are changes to tenants circumstances that require adaptations to their property, such as disability modifications.
- There is evidence of un-approved occupants.
- A tenant is absent from the property for longer than 4 weeks. (without prior notice or approval).

Tenants of Transitional Housing undertake three (3) monthly review's for eligibility through Coast2Bay Tenancy Pathway Planning and Departmental review process.