



Community Housing Allocations Policy

1 Purpose

The Community Housing Allocations Policy (CHAP) sets out the criteria to be applied by Community Housing Organisations (CHOs), often referred to as Community Housing Providers, when offering and allocating **Social Housing** (Band A) and/ or **Affordable Rental Housing** (Band B) to eligible Applicants and Tenants.

The CHAP offers parameters to achieve consistency between sensitive allocations, sustainable tenancies and Sector growth.

2 Scope

The CHAP applies:

- To CHOs that have a legal agreement with the Housing Authority (operating within the Department of Housing and Works) to provide **Social Housing** (Band A) and/ or **Affordable Rental Housing** (Band B) to eligible Applicants/ co-Applicants/ Tenants/ co-Tenants.
- Where the Housing Authority has a financial/ interest in Dwelling/s within a CHO portfolio.

The CHAP may also be utilised where a CHO provides Social Housing and/ or Affordable Rental Housing programs within their portfolio, as defined by the Housing Authority.

The CHAP does not apply to the Community Disability Housing Program (CDHP). For further information on this program, please refer to the [Community Housing Disability Program Policy](#) and [Community Housing Disability Program Guidelines](#).

3 Community Housing Allocations Guidelines

The [Community Housing Allocations Guidelines](#) provides CHOs with further guidance when applying the CHAP.



4 Application Wait Lists

4.1 Joint Wait List

The Joint Waitlist List (JWL) is date-listed based on the waitlist date of registration for a housing Application.

The Housing Authority is responsible for the management of the JWL for Social Housing (Public and Community Housing – Band A), comprising of:

- Priority Applications;
- Wait Turn Applications;
- Transfer Applications; and
- Over-income Public Housing Tenants transitioning to Affordable Rental Housing (Band B).

4.2 Allocating from the JWL

CHOs signed up to the JWL must allocate all Social Housing Applications from the JWL, with the exception of the following:

- Internal Transfers within their organisation;
- When receiving a Transfer from another CHO;
- When making a discretionary Allocation; or
- When specified in legal agreements or relevant policies.

CHOs signed up to the JWL should not operate their own Social Housing waitlist or register and must refer new Applications to the JWL.

5 Available for Allocation

When a Dwelling is available for Allocation, CHOs must:

- Ensure eligibility according to the Community Housing Eligibility Policy (CHEP).
- Allocate Social and Affordable Rental Housing to Applicants/ co-Applicants in accordance with current legal agreements and policies.
- Make a reasonable Offer of Accommodation to an eligible Applicant/ co-Applicant according to the Application listing date.
- Consider all relevant, available information, including:
 - basic housing requirements
 - location requirements; and
 - Application listing date;
- Consider sensitive and sustainable Allocations.

6 Offer of Accommodation

An Applicant/ co-Applicant/ Tenant/ co-Tenant will receive one reasonable Offer of Accommodation.



Applicants/ co-Applicants/ Tenants/ co-Tenants will be offered accommodation in their selected metropolitan zone or country town, with the number of bedrooms appropriate to the household size and composition.

To ensure the offer of accommodation is appropriate to the household size and composition, refer to [CHAP Guidelines](#) (section 5.3 Bedroom Assessment).

6.1 Social Housing Allocations

All Social Housing offers must consider all Applicant/ co-Applicants, Tenant/ co-Tenants housing needs and requirements to be considered a reasonable offer.

6.2 Affordable Rental Housing Allocations

Social Housing dwellings cannot be used as Affordable Rental Housing.

All Affordable Rental Housing offers must consider all Applicant/ co-Applicants, Tenant/ co-Tenants housing needs and requirements to be considered a reasonable offer.

CHOs must allocate Dwellings using Affordable Rental Housing settings in accordance with their growth commitments, legal agreements, the [Targeted Affordable Rental Housing Policy](#) and any other relevant policies.

7 Declines

An Offer of Accommodation from a CHO may be declined if there is a valid reason that justifies the decline. CHOs have discretion to determine if the decline of an offer is reasonable or unreasonable.

7.1 Reasonable Decline

Any offer may be declined if it is considered a reasonable decline or does not meet household requirements. A reasonable decline is when an offer:

- Is not in the metropolitan zone or country town of the Applicant's choice; or
- Does not meet the Applicant's demonstrated housing need; or
- Applicant/ co-Applicant, Tenant/ co-Tenant is experiencing extenuating or exceptional circumstances.

Applicants on the JWL who reasonably decline an Offer of Accommodation will remain listed for housing assistance and retain their Application listing date.

Applicants/ Tenants must provide evidence to support their reason for declining an Offer of Accommodation in relation to extenuating or exceptional circumstances.

Where the decline is due to the offer being made outside of the Applicant/ co-Applicant, Tenant/ co-Tenants' household requirements, evidence is not required unless their circumstances have changed.

7.2 Unreasonable Decline

An Applicant/ co-Applicant/ Tenant/ co-Tenant on the JWL who unreasonably declines an Offer of Accommodation may have their Application removed.



8 Withdrawals

CHOs may rescind an Offer of Accommodation if the Applicant/ co-Applicant/ Tenants/ co-Tenant:

- Supplies misleading information;
- Fails to respond to an Offer of Accommodation;
- No longer has a housing need; or
- Is no longer eligible.

8.1 Withdrawal of Applications from the JWL

Applications may be withdrawn where the Applicant/ co-Applicant/ Tenant/ co-Tenant:

- No longer requires housing assistance;
- Requests application to be withdrawn;
- Does not respond to correspondence or information requests;
- Leaves Western Australia for more than 6 months; or
- Makes an unreasonable decline.

9 Fully Accessible Housing

Fully Accessible housing (previously known as Mobility housing), that are not Community Disability Housing Program (CDHP), should be utilised by Applicants with a physical disability or impaired mobility.

10 Residential Tenancy Agreements

CHOs are required to use Periodic Tenancy Agreements, unless there are exceptional circumstances that require a Fixed Term Agreement.

11 Discretionary Decision Making

CHOs have discretion to make decisions that fall outside of Social and Affordable Rental Housing requirements. CHOs may consider future requirements of a Tenant/ Applicant in accordance with sensitive and sustainable Allocation principles during the Allocation process.

12 Multiple Managed Dwellings

Where a CHO manages multiple dwellings within a single development, precinct or building, CHOs may consider the characteristics of individual dwellings, support requirements, community integration, tenancy sustainability, building management considerations and the efficient utilisation of housing stock when determining the allocation of a particular dwelling.



13 Definitions

For definitions of terms used when applying the CHAP, refer to the [Community Housing Policy Definitions](#).

14 Legal and Policy Framework

This policy does not exclude, modify, restrict or affect the operation of the *Residential Tenancies Act 1987* (WA), the *Residential Tenancies Regulations 1989* (WA) or any other state or federal law or statute relevant to the operation this policy, or any community housing or tenancy agreement.

Legal Framework	Policy Framework
<i>Residential Tenancies Act 1987 WA</i>	<i>Community Housing Rent Setting Policy</i>
<i>Housing Act 1980</i>	<i>Community Housing Eligibility Policy</i>
<i>Community Housing Agreements</i>	<i>Targeted Affordable Rental Housing Policy</i>

15 Document Control

Document control			
Approving Authority: Executive Director, Strategic Housing and Asset Policy, Planning and Business Development		Business Unit: Community Housing Strategic Policy	
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15 Amendments

Version	Date	Author	Description
6.0	September 2026	Community Housing Strategic Policy	Routine review and update, including addition of Bedroom Assessment Guidelines and multiple managed dwellings..
5.0	July 2025	Housing Policy and Planning / Social Housing Policy and Reform Team	Update of Community Housing Allocations Policy 2009, informed by extensive engagement with the sector through the Community Housing Partnership Steering Group in 2024-25.
4.0	Oct 2010	GM Raymond	Slight amendment: 'up to 30%'
3.0	Oct 2010	David Baird	Slight amendment
2.0	Aug 2010	GM Raymond David Baird	Revised policy authorised and released
1.0	Aug 2009	Dalena Howard	Policy authorised and released