

ELIGIBILITY FOR LONG-TERM HOUSING

Statement of Policy

Purpose

This policy establishes the approach of Eastcoast Housing to eligibility for its long-term rental housing programs.

Scope

This policy applies to all long-term rental properties owned or managed by Eastcoast Housing

Approach to eligibility – guiding principles

Eastcoast Housing establishes eligibility criteria for long-term housing to fulfill its social mission and to ensure that its housing is made available to relieve households from housing stress.

Accordingly, Eastcoast Housing will:

- only allocate long-term housing to eligible applicants
- communicate clearly to applicants and the community as to who is eligible for long-term housing with Eastcoast Housing, and
- comply with its contractual, legal and regulatory obligations relating to eligibility for long-term housing.

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1. Victorian Housing Register

Eastcoast Housing participates in the Victorian Housing Register (VHR). The VHR is a common register for all applicants for public housing and community housing in Victoria.

DFFH has established common eligibility criteria for the VHR that are set out in the [Eligibility Criteria Operational Guidelines](#). The VHR eligibility criteria apply to all properties owned or managed by Eastcoast Housing in Victoria, other than those properties which Eastcoast Housing and DFFH have agreed are outside the scope of the VHR.

All applicants with a current VHR application are taken by Eastcoast Housing to have established that they meet the VHR eligibility criteria.

Applicants without a current VHR application can provide evidence to Eastcoast Housing that establishes they meet the VHR eligibility criteria. Eastcoast Housing will assist such applicants to make a VHR application either through referral to a suitable service or by assisting the applicant to lodge a VHR application.

2. General requirements for eligibility for long-term housing

To be eligible for long-term housing with Eastcoast Housing which is under the VHR, an applicant must:

- meet the VHR eligibility criteria
- have no previous debt with Eastcoast Housing, the Director of Housing or another registered housing agency that remains unpaid, and

NB: In certain circumstances Eastcoast Housing may make exceptions to this rule.

3. Specific requirements for particular long-term housing programs

Eastcoast Housing has some particular long-term rental housing programs where additional eligibility criteria to the general eligibility criteria apply. The Allocations Schedule in the Allocations Policy provides more detail on these programs and their specific eligibility requirements.

4. Eligibility for long-term housing programs outside the scope of the VHR

Where Eastcoast Housing owns or manages housing under programs that are outside the scope of the VHR, then:

- Eastcoast Housing will comply with any other legal or contractual obligations that apply to eligibility housing in that program, and
- Eastcoast Housing may within the scope of such legal or contractual obligations:
 - elect to apply the general eligibility criteria as a generally accepted benchmark to establish that the applicant needs affordable housing, or
 - apply some other reasonable eligibility criteria that is consistent with Eastcoast Housing’s objects and purposes.

Eastcoast Housing will communicate clearly with applicants and stakeholders as to the particular eligibility criteria that apply to that program.

5. Procedures

Procedures established by Eastcoast Housing will include processes to ensure compliance with this policy, including to:

- assist people to apply for housing with Eastcoast Housing and
- identify the program and eligibility criteria that apply to a particular vacancy.
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6. Definitions

In this policy:

Applicant	means a person who has applied for housing via the VHR or, where permitted by policy, directly to Eastcoast Housing
Community housing	Housing owned or managed by a community housing organisation
DFFH	The Victorian Department of Health and Human Services
General eligibility criteria	The eligibility criteria established by Eastcoast Housing under the section of this policy entitled “General requirements for eligibility for long-term housing”
Public housing	Housing owned and managed by DFFH
Transitional Housing	means the Victorian Government program to provide housing on a short-term basis to people at risk of homelessness seeking long term housing options

VHR	The Victorian Housing Register, the statewide common application for people seeking public housing and community housing, which can be accessed via Eastcoast Housing, DFFH, the mygov portal or designated support providers
VHR eligibility criteria	The VHR's establish who is eligible for social housing. The VHR Eligibility Criteria relates to: <ul style="list-style-type: none">• income eligibility;• asset eligibility;• Australian Citizenship or permanent residency; and• Victorian residency.

7. Related policies

10 2022 Tenancy Management; 10.1 2022 Renter Information – Privacy; 10.2 2022 Assessable Income; 10.3 2022 Eligibility; 10.4 2022 Allocations; 10.5 2022 Rent Setting; 10.6 2022 VHR and Complaints; 10.7 2022 Child Protection Reporting; 10.8 2022 Tenant Repair Charge; 10.9 2022 Inspection Policy; 10.10 2022 Goods Left Behind; 10.11 2022 Pet Policy; 10.12 2022 Family Violence Policy; 10.13 2022 Good Neighbours; 10.14 2022 Arrears and Hardship;

8. Legislation and standards

This policy implements Eastcoast Housing obligations under:

- Housing Act 1983 (Vic)
- Performance Standards for Registered Housing Agencies
- DFFH Victorian Housing Register Operational Guidelines

9. Transparency and accessibility

This policy will be available on the Eastcoast Housing website www.eha.org.au