

## Getting an INCH Home

**Allocation of a vacant INCH property is completed in partnership with the Department of Housing and Public Works.**

### Vacant Properties

When an INCH property becomes vacant, INCH notifies the Department's Housing Service Centre (HSC) of the vacancy. Along with property details, such as, unit or house, location, number of bedrooms, property attributes – highset, lowset, number stairs, etc. and any lease requirements, e.g. - pets or no pets, by-laws, etc.

The HSC Allocation Team reviews the Queensland Waitlist Register for eligible applicants, who are people in the highest need and who may be a good match for the vacant property. The HSC provides referrals to INCH.

### INCH's Properties

INCH manages a variety of property types with 1 - 4 bedrooms in each. Allocation of a property is matched to your eligibility. Your Department of Housing Eligibility letter outlines your property type and bedroom entitlements.

#### INCH's Property Types

- Detached houses - a house with 2 or more bedrooms on 1 block of land.
- Townhouses - complex with 3 or more units next to each other, with 1–3 bedrooms in each.
- Apartment / flat / units - usually a complex of 2 or more storeys, with 1–3 bedrooms in each.
- Studio Unit: - usually a complex of 2 or 3 stories, designed for single people, unit is open plan, with separate bathroom only.

#### Bedroom Entitlements

The number of bedrooms is depended upon age, gender and number of people within the household, such as

- 1 bedroom: - single person or a couple
- 2 bedrooms: - 2 single people sharing or single or a couple with 1–2 children
- 3 bedrooms: - 3 single people sharing or single or a couple with 2–4 children
- 4 bedrooms: - 4 single people sharing or single or a couple with 3–6 children

### From Applicant to Tenant

After receiving referrals from the HSC, INCH's average length of time to house an applicant is 7 working days. Our process is:

- INCH staff contact the referred applicant.
- If the applicant wishes to proceed with INCH. INCH will issue an INCH form to be completed and returned. This is to ensure that INCH has up to date information about your housing and other needs.
- INCH will review the returned form to see if your housing and other needs matches to the vacant property. If
  - the applicant's housing and other needs are matched with the vacant property, than an interview is arranged.
  - the applicant's housing and other needs has changed and it is not a match to the vacant property, INCH staff will engage with the applicant and refer them to their local HSC to have their circumstances updated.
- After all applicants' interviews have been completed, a ranking assessment will be completed to identify which applicant is best matched to the vacant property.
- A property viewing will be arranged with the offered applicant.
- The applicant can accept or decline the offer (Note: acceptance and decline are in line with Department's policies). If the applicant declines the property, it will be offered to the next suitable applicant.
- Once the applicant has accepted the property, the following will need to be completed:
  - arrange Property Bond – you may be eligible for the Department of Housing's Bond Loan program.
  - arrange four week's rent – you may eligible for the Department of Housing's two week Rent Assistance program.
  - complete INCH's Support Service Arrangement form for each support service who is supporting you or your family member/s.
  - If you have an outstanding INCH debt from a previous property, INCH debt policy will apply – a percentage of the debt to be paid before signing a lease and an agreed repayment plan.
  - Book a date and time to complete INCH's sign up process. All INCH tenancies are managed under the *Residential Tenancy and Rooming Act 2008, including Chapter 13A – Matters relating to particular leases by State and Community housing providers.*
- In Transitional Housing programs tenants are required to undertake Tenancy Housing Planning. INCH uses the Outcome Star™ Program – link to <http://www.outcomesstar.org.uk/using-the-star/see-the-stars/tenancy-star/>