



South Australia

Allocation process

- The information that you provide, including your areas of preference are recorded in the relevant Register – in most cases this will be the Community Housing Customer Register. Uniting Care Wesley Port Adelaide and NEAMI may retain their own registers, and there is no register for the privately owned properties in the NEJV NRAS program. You can update your details, areas of preferences anytime by contacting the regional office which is holding your application.
- If there is information missing from your Registration of Interest, it cannot be successfully processed. You will be contacted to provide more information.
- A letter is sent out every 6 months to applicants registered by CHL on the Register reviewing whether you still would like to be registered. If you have changed address and/or phone and you do not make contact within 28 days, your registration will be made inactive or removed from the Register.
- When a vacancy becomes available, a search of the Register will be conducted for all eligible registrations that match the property characteristics. Properties are matched with applicant's needs and preferences, and a shortlist of possible applicants will be created.
- Shortlisted applicants will be contacted and offered the address to drive past to confirm their interest in the property. A Tenancy worker will then organise to interview suitable applicants, and an offer of housing will be made to the applicant that is most in need and who best matches the property and its neighbourhood.
- Unsuccessful interviewees will be informed that they have been unsuccessful for the current vacancy and they will continue to remain on the waiting list until another vacancy becomes available.
- This process designed to ensure that all potential tenants are treated fairly throughout the application process. If you feel your application has not been handled fairly or appropriately, you may request a review of the process or lodge a complaint. For more information on the Complaints process visit our **keeping you informed- South Australia** section.