



Specialised housing program procedure

The South Australian Housing Authority (the Authority) leases properties to organisations in line with the [Specialised Housing Program Policy](#). This document is the associated Specialised Housing Program Procedure. Maintenance is managed in line with the [Specialised Housing Programs Maintenance Guideline](#).

For queries about this procedure please contact the Specialised Housing Program team, Housing Partnerships, on housingpartnerships@sa.gov.au. Community housing providers can also contact their Contract Manager.

This procedure and all sub-program guidelines are binding on lessees in accordance with their lease agreement. Lessees should be aware of all terms and conditions in their lease. For additional information refer to the documents below, available at [SA.GOV.AU - Specialised housing program \(www.sa.gov.au\)](#)

- Specialised housing program policy
- Specialised housing program maintenance guideline
- Boarding house program guideline
- Community lease program guideline
- Crisis housing program guideline
- Disability housing program guideline
- Mental Health housing program guideline
- Specialised lease program guideline
- Transitional housing program guideline
- Transitional housing program maintenance guideline

Applying for and being allocated a property

Organisations can apply to lease a property from the Authority by requesting a Specialised Housing Programs application form from housingpartnerships@sa.gov.au. It is also available at [SA.GOV.AU - Specialised housing program \(www.sa.gov.au\)](#). Complete and return the form to the Specialised Housing Program team via housingpartnerships@sa.gov.au. The team will draft a memo and seek written support from the divisions listed below.

The Specialised Housing Program team liaises with Regional Managers and the Asset Decision Group to determine availability, suitability, community need, alignment with strategic objectives and any future planning intent in relation to the property.

A decision to lease a property to an organisation is made by the Chief Financial Officer, based on joint recommendations and support from the Executive Directors or their delegates of three divisions – Property Services; Finance and Partnerships (both Housing Partnerships and Homelessness Contract Management); and Customers and Services team including Regional Managers.

Organisations may negotiate adding properties to their current lease agreement. A new application form isn't required. Any property additions will be considered for approval by the Director Partnerships and Market Solutions. This may not be approved if the organisation isn't complying with their current lease agreement, contract, or service agreement.



Once approved, Regional SA Housing Authority offices hand over properties to organisations and carry out a property inspection. Properties are required to meet the [SA Housing Authority Maintenance Accommodation Standards](#) when allocated to an organisation, except if otherwise negotiated. Organisations shouldn't accept a property if they aren't satisfied with the standard of the property.

Change of property use

Lessee organisations cannot use the property for a purpose other than that specified in their lease agreement with the Authority without getting the Authority's prior written consent.

Complaints

Lessee organisations are responsible for managing all aspects of their tenancies, including resolving neighbourhood disputes and complaints. The Authority directs complaints about an organisation's property or tenancy to the organisation.

Compliance reporting

The lease agreement specifies the reporting and compliance requirements in detail. The Authority may request additional data to be provided annually, or as requested.

The following information is a minimum requirement:

- A property schedule stating current use of each property.
- An independently audited financial statement.
- An annual report.
- An Insurance Certificate of Currency for public liability to the amount specified in the lease agreement.
- Certification that
 - The property is used in line with the lease agreement.
 - Tenant rents are calculated in line with the lease agreement and all relevant policies and procedures if the property is used for residential purposes.
 - Tenants are eligible for the program in line with the lease agreement.
 - Properties are appropriately maintained and in good repair.

Certification must be provided by a representative of the organisation who has the authority to make it on behalf of that organisation.

If the organisation is a subsidiary of a larger national body, separate documentation may be required depending on the specific governance arrangements in place, for example, insurance, annual report.

Government organisations are exempt from some certification requirements.

If an organisation doesn't provide all compliance information, or raises compliance concerns, a new lease agreement will not be issued, and current lease agreements will not be extended.

If the Authority considers tenants or the public to be at risk, breach of lease agreement notices will be issued, and the organisation is required to formally respond. If the issues can't be resolved, the Authority will issue a formal notice of termination of tenancy to the organisation.



Council rates

The Authority pays council rates on all specialised housing program properties except where specified in the lease agreement.

If an organisation is responsible, the Authority advises the relevant local council and requests council rate notices to be sent to the relevant organisation.

The organisation is responsible for applying for any discounted rates they're eligible for in line with the [Local Government Act 1999](#).

There are some properties with multiple dwellings on one title and one billing number with council. The Authority may be unable to arrange direct billing between the council and the lessee. Where feasible, the Authority calculates and invoices the organisation for the amount to be apportioned to it.

Waive council rates

The Authority reserves the right to waive payment of council rates by organisations if the administrative costs associated with recovering the money is more than the amount the organisation owes.

Equally, organisations can expect to wear small rate costs when reimbursement by the Authority isn't cost effective.

The Director Partnerships and Market Solutions and the Manager Housing Partnerships can approve waiving or paying rates within their financial delegation level in line with the [Authority's internal delegation and authorisation framework](#) and [schedule](#).

An agreement made by email is sufficient authorisation to record arrangements.

Authorised actions are carried out in line with [Real property rates and taxes policy](#).

Critical incidents

When an organisation becomes aware of a critical incident, immediately notify the Specialised Housing Program team by telephone, then email the completed [Critical Client Incident Form](#) to housingpartnerships@sa.gov.au.

Specialised Housing Program team:

- Manages the information in line with the Authority's [Critical client incidents policy](#) and [Critical client incident procedure](#)
- Contacts the organisation for more information, if required
- Tells the organisation about the outcome.

Maintenance, Tenant alterations and charitable upgrades

Properties leased under the Specialised Housing Program must be maintained to the [SA Housing Authority Accommodation Standards](#). Organisations must refer to the [Specialised Housing Program Maintenance Guideline](#) and their lease for specific maintenance responsibilities. Organisations with Transitional Housing should refer to the [Transitional Housing Program Maintenance Guidelines](#).



Return a property to the SA Housing Authority

Organisations may return properties to the Authority in line with the Specialised Housing Programs Policy. Organisations must complete a Termination of Tenancy form, available online at www.sa.gov.au/housing, and return it to Housing Partnerships at housingpartnerships@sa.gov.au with 2 weeks' notice. The Specialised Housing Program team will liaise with the relevant regional SA Housing Authority office which will organise a time to complete an outgoing inspection and arrange key/tenancy handover.

The property should meet the [SA Housing Authority Maintenance Accommodation Standards](#), except if otherwise negotiated. Properties should be vacant unless agreed prior to their return. Organisations are charged for tenant damage in line with the [SA Housing Authority Maintenance policy](#), except if otherwise negotiated.

The Authority may request that an organisation return properties with tenants in situ in cases where alternative housing management (public or community) is supported.

In cases where the Authority requests a property return (development or sale), the Authority will attempt to find a replacement property noting a replacement will be provided wherever possible.

If a returned property is going to be demolished, all rubbish and abandoned goods must be removed, unless otherwise negotiated with the Authority.

In Crisis and Transitional Housing Programs, the Specialised Housing Program team works with the Authority's Central Allocations Team to find replacement properties, noting a replacement will be provided wherever possible.

Occasionally, a property is returned for major work with the intention of subsequently returning the property to the organisation. In this case, responsibility for property costs – for example rates, water, remain the same in line with the original lease agreement.

Swapping properties

Organisations may swap properties from their portfolios with the Authority's approval. If approved, the Authority facilitates swapping the properties and inspects them to make sure they meet the [SA Housing Authority Maintenance Accommodation Standards](#) when they're transferred to the new organisation.

Rent setting for organisations

The following rates are applied to rent setting for organisations.

Rates are a percentage of the property's market rent:

- Boarding House Program is charged 100%
- Community Lease Housing Program is charged at 100%
- Crisis Housing Program is charged at 10%
- Disability Housing Program is charged at 40%
- Mental Health Housing Program is charged at 25%
- Specialised Lease Housing Program is charged at 100%
- Transitional Housing Program is charged at \$0.



Rents to organisations may be varied by a joint decision of the Chief Financial Officer or delegate and the Executive Director Customer and Services or delegate.

The Authority reviews rent in line with Valuer Generals annual revaluations effective 1 July. Organisations may receive a rent increase or decrease at this time if the market value of the property has changed.

The [Specialised Housing Policy](#), the [relevant guidelines](#) and the specific lease outline the applicable Rent Policy and Addendum (Supported, NDIS-SDA, or Affordable) that is, what rent an organisation can charge their tenant.

Utilities and rates

Organisations or their tenants are responsible for having utilities connected in their name at the beginning of their lease agreement. They're responsible for paying for utilities and having them disconnected at the end of their lease agreement.

If electricity isn't transferred to an organisation's or tenant's name at the start of the tenancy, the organisation is charged for electricity used at the property from the date the property was handed over to the organisation.

Responsibility for paying for water is specified in the lease agreement. In some cases, water supply can also be charged, where tenants can access a concession.

If there is more than one property on a water meter, and the organisation doesn't lease all the properties, the Authority will on-charge a proportion of the water use to the organisation.

The Authority may transfer utility accounts to the Authority while the property is vacant.

Unless specified in the lease, organisations are not responsible for paying Council rates.

Roles and Responsibilities

Position	Responsibility
Organisations with an SHP property	<ul style="list-style-type: none"> - Use the property as outlined in the lease agreement. - Manage all aspect of tenancies in line with the relevant guidelines. - Provide timely reports to the Authority as outlined in this procedure. - Notify the Authority as soon as a critical client incident occurs. - Follow the process outlined in this procedure to return a property to the Authority, noting a replacement property will be provided where possible. - Charge tenant rent as set out in their lease agreement and the Specialised Housing Policy, and the relevant guidelines. - Manage the maintenance as set out in the Specialised Housing Program Maintenance Guidelines and the Transitional Housing Program Maintenance Guidelines. - Organisations or their tenants are responsible to connect, pay for, and disconnect utilities. - Pay for water use.
SA Housing Authority	<ul style="list-style-type: none"> - Allocate properties to organisations. - Charge the organisation rent in accordance with reference to this procedure and the lease agreements.



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| | <ul style="list-style-type: none">- Review market rents twice a year in line with Valuer General's appraisals.- Pay Council rates in most cases. |
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Related documents

- [Specialised Housing Programs Policy](#)
- [Managing Critical Incidents Policy](#)
- [SAHT delegation and authorisation schedule](#)
- [Real property rates and taxes policy](#)
- [Specialised Housing Programs Maintenance Guidelines](#)
- [Transitional Housing Program Maintenance Guideline](#)
- [Housing SA Maintenance Standards](#)
- [Boarding Housing Program Guideline](#)
- [Community Lease Program Guidelines](#)
- [Crisis Housing Program Guidelines](#)
- [Disability Housing Program Guidelines](#)
- [Specialised Lease Program Guideline](#)
- [Transitional Housing Program Guideline](#)
- [Community housing Manager the housing register guideline](#)
- [Community housing allocations policy](#)
- [Community housing eligibility policy](#)

Forms available on request to housingpartnerships@sa.gov.au

- Specialised housing programs application form
- Termination of tenancy form