

OFFICIAL: Housing Registrar - complaint review

Dear Glenloch Residents Association,

Thank you for your email raising concerns about the registered community housing agency HousingFirst.

The focus of our complaints process is to:

- assist in facilitating an outcome for complainants through local resolution where possible; and
- ensure registered agencies have acted in accordance with their policies and procedures, and their obligations under the *Housing Act 1983* (Vic) and associated Performance Standards.

Your letter raises three distinct complaints about HousingFirst:

1. HousingFirst's eligibility criteria;
2. HousingFirst's rent setting policy; and
3. the fairness of the tender process through which HousingFirst acquired the Glenloch properties.

HousingFirst's eligibility criteria are consistent with the expectations of a community housing provider in Victoria. Additionally, as HousingFirst notes in its response, this criterion applies only to new renters and does not impact established Glenloch residents.

HousingFirst's rent-setting practices are also consistent with sector practice and with what is expected of a community housing provider in Victoria. In addition to considering the correspondence provided with your letter, the Housing Registrar has reviewed the rent-setting calculations for this site and can confirm that the rent-setting process is compliant.

Regarding your concern about the fairness of the tender process, the Housing Registrar's complaints process is to review an agency's response to a complaint. As this matter has not yet been raised with HousingFirst, you should first raise it directly through the complaints process on their website. Our office can consider reviewing the matter once HousingFirst has had an opportunity to respond.

If you have submitted a complaint to HousingFirst about the fairness of the tender process and it remains unresolved, please provide:

- a copy of your original complaint;
- a copy of HousingFirst's response to your complaint; and
- your consent for us to share your details with HousingFirst, so that it can provide information relevant to your case.

Thank you for bringing these matters to our attention. We now consider this complaint closed.

If you remain dissatisfied, you may ask the Victorian Ombudsman to review our handling of your complaint: <https://www.ombudsman.vic.gov.au>

Kind regards,

The Housing Registrar Team

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