

2 November 2006

Dear Housing Co-operative Chairperson

**Re: Housing Co-operatives and new Housing SA arrangements**

As you would be aware, earlier this year the Minister for Housing announced the establishment of Housing SA, which will provide service centres for all housing enquiries, including Community Housing, Public Housing and Aboriginal Housing. These service centres are the previous South Australian Housing Trust regional offices, throughout metropolitan and regional areas.

**People interested in Community Housing, including Co-operatives, will still be able to go direct to Co-operatives to apply.** However, the Housing SA regional offices and the Housing SA Telephone Customer Service Centre are also taking enquiries from the public about Community Housing, including Co-operative housing. This is resulting in increased numbers of referrals to the Community Housing Council of SA (CHCSA) and Co-ops.

The Office for Community Housing (previously SACHA) and the CHCSA wish to develop a process with Co-operatives and Housing SA to ensure that:

1. Co-operatives are not overwhelmed with applications for housing, and
2. People who apply for Co-operative membership understand the roles and responsibilities of this membership.

Co-ops agreed to an information and registration process for the Community Housing Application System (CHAS), developed by Lynley Street during 2005 and early 2006. This system will be implemented in mid-2007 following development of the IT component of the system. The Office for Community Housing (OCH) and the CHCSA propose that we bring forward part of this system, to deal with the increased numbers of enquiries.

Please find the attached:

1. **Proposed system for members of the public who enquire about Co-operative housing** through the Housing SA regional offices, or through its Telephone Customer Service Centre.
2. Current **information on Co-operatives** that forms part of the Information Pack, which currently is given out to members of the public who enquire about Co-operative housing.

3. The coloured Reply Sheet, which we ask Co-ops to fill in and send back to the OCH as soon as possible.

**What we ask Co-ops to do is:**

1. Decide whether the proposed process is acceptable for your Co-op.
2. Decide whether you want details about your Co-op to be amended.
3. Fill out the Reply Sheet and return to the Office for Community Housing **by 8 December 2006**, in the enclosed reply paid envelope.

If you would prefer to talk with someone in the OCH, please do not hesitate to contact Gemima Fusco, ( [Gemima.Fusco@dfc.sa.gov.au](mailto:Gemima.Fusco@dfc.sa.gov.au) or phone 8207-0121), or Teena Handyside ( [Teena.Handyside@dfc.sa.gov.au](mailto:Teena.Handyside@dfc.sa.gov.au) or phone 8207-0134) with your enquiries or answers.

**If we do not receive any reply from your Co-op, we will assume that you are happy with the proposed process through Housing SA, and happy with the information about your Co-op.**

The Office for Community Housing will be advising Housing SA Service Centre workers, and Telephone Customer Service Centre workers, about community housing, in the near future. This will be about Community Housing in general, and will include instructions on how workers are to respond to enquiries about Co-operative Housing.

We apologise for the urgency in this matter, and look forward to receiving your replies as soon as possible. Thank you for your speedy co-operation.

Yours sincerely

JANE FLETCHER  
**MANAGER, POLICY**  
**OFFICE FOR COMMUNITY HOUSING**

# PROPOSED PROCESS

## FOR PEOPLE ENQUIRING ABOUT CO-OPERATIVE HOUSING AT HOUSING SA FRONT COUNTERS AND TELEPHONE CUSTOMER SERVICE CENTRES

**Note: Co-ops will still be able to recruit new members through their current methods, in addition to this new mechanism.**

1. Information Pack on Community Housing will be updated, including updated information from each Co-op (where necessary), but not including any Co-op contact details.
2. When members of the public enquire about Co-op housing at Housing SA offices, or the Housing SA Telephone Customer Service Centre, they will be referred to the CHCSA Public Information Session.
3. Members of the public will also be given an Information Pack by the Housing SA worker (over the counter, or sent by the Telephone Customer Service Centre).
4. The customer will attend a Public Information Session at CHCSA.
5. If the customer is then interested in registering interest in becoming a member of a Housing Co-operative, he/she will take a registration form home, consider the lifestyle implications, roles and responsibilities, fill the form in, and send it back to the CHCSA.
  - The registration form which has been developed for the Community Housing Application System, and agreed to by Co-ops, will be used for this purpose. It includes information which will be helpful for Co-ops in deciding whether or not to interview this person.
6. On receiving the registration form, the CHCSA will write to the customer, letting him/her know that he/she needs to wait for contact from a Co-op.
  - No contact details of any Co-op will be given out by CHCSA, Office for Community Housing, or Housing SA.
7. When a Co-op has a vacancy, and has no-one on its own waiting list that it wishes to house, or that is suitable for that particular vacancy, or when a Co-op is looking for new members, the Co-op can contact CHCSA to access information about potential new members from the registration forms received.
  - The Co-op can nominate how many registrations it will receive – perhaps one at a time, perhaps more.
  - If the Co-op decides to interview any of the people whose registrations have been passed to them from CHCSA, it needs to inform CHCSA who will temporarily remove these registrations from the list.
  - If the Co-op then houses anyone from the CHCSA list, the Co-op needs to inform CHCSA, who will permanently remove this registration from the list.

# REPLY SHEET

Please return to Office for Community Housing in the enclosed envelope by 8 DECEMBER 2006.

NAME OF CO-OPERATIVE .....

**Part A – please tick one option:**

- Our Co-op approves the proposed process for people enquiring about Co-operative housing at Housing SA front counters and Telephone Customer Service Centres.
  
- Our Co-op does not approve the proposed process for our Co-op, for people enquiring about Co-operative housing at Housing SA front counters and Telephone Customer Service Centres.  
(If you do not approve the proposed process, please attach a proposal for your particular group. Your Co-op can elect to not be included in the information pack – see below.)

**Part B – please tick one option:**

- Our Co-op is happy with the information which is currently on the Co-operatives List.
  
- We want information about our Co-op to be amended (please attach the text you require).
  
- We do not want any information about our Co-op to appear on the Co-operatives list.