



**Information to be given to applicants prior to an offer of housing**

Applicants must be informed that they are expected to accept an offer of housing that meets their needs, should one be offered to them and that if they refuse two offers for reasons deemed unreasonable, their application may be removed from the housing register and they will be unable to reapply for 12 months.

**Guide to Responses for Offers**

*(select one of the four options)*

<b>1. Not offered/Offer withdrawn</b>	Provide details of the outcome in the referral comments section, <b>for</b> example property not suitable, applicant no longer wants social housing.
<b>2. Accepted</b>	Applicant has accepted the offer of housing. Tenancy agreement has been signed.
<b>3. Housing not required</b>	The applicant no longer requires other housing.
<b>4. Refused</b>	Where an offer of housing has been refused, record the refusal reason in the 'Applicant response' field on the form.

**Reasonable grounds for refusal**

<i>Health and safety risks</i>	Property unsafe or not in good repair (e.g. water leaks, mould, pests and vermin) or does not have safe access to services (water, electricity and or gas to enable cooking, cleaning and lighting) <b>OR</b> the structural condition of the property could lead to serious health and safety risks. <b>Should not be offered.</b>
<i>Exceptional circumstances</i>	Exceptional circumstances - <b>provide details in outcome of referral comments section.</b>
<i>Transitional Housing/ Community Rent Scheme/CSMU</i>	Applicant living in transitional housing and is not ready to accept an offer of housing (includes CRS and CSMU).
<i>Distance from essential services</i>	Needs access to medical, or support services for daily living activities e.g. personal care, shopping, access transport services, special education services.
<i>Supporting employment</i>	Difficulty reaching place of employment due to location or lack of accessible public transport. Includes access to education facilities for people with a disability.
<i>Family and informal support</i>	Needs to be near family or other informal support which reduces costs to Government for formal support and where lack of support will have a significant impact on the wellbeing.
<i>Cultural reasons- Aboriginal and Torres Strait Islanders peoples</i>	Aboriginal and Torres Strait Islander peoples may not wish to accept an offer of housing for a property where a person has previously died.
<i>Access to children</i>	Location is unsuitable for supporting or enabling, shared care, regular access to children in foster care, kinship care, another parent, a child being returned to (or preventing them from being removed from) their custody.
<i>Domestic, family and sexual violence</i>	Location of the property is too close in proximity to the perpetrator or friends/family or the victim of violence.
<i>High rent</i>	Applicant is unable to afford the rent due to the high affordable rent scale for the Affordable Housing Program.
<i>Housing types/ suburb unsuitable/ requested</i>	Housing type was not listed as an exclusion, applicant prefers not to live in that property type. The suburb was not one of the applicant's choices. Housing type is unsuitable - a couple refuses a bedsit.

<i>Shared/Communal facilities rejection</i>	Applicant does not wish to live in housing with shared facilities.
<i>Cannot break a private tenancy lease</i>	No evidence is required where an applicant refuses the offer <b>before</b> details of the property are provided. Evidence is required (for example sighting a copy of the tenancy agreement) if the offer is refused <b>after</b> the applicant has viewed the property.
<i>Size bedroom entitlement</i>	Property would contribute to the household being overcrowded as defined by the Bedroom Entitlements policy (offered property due to urgency of housing need and/or previous acceptance of smaller housing to improve timely allocation).
<i>Building design</i>	Building design would exacerbate the medical condition or disability and the home cannot be modified <b>OR</b> the housing design restricts members from undertaking daily living activities.

### Unreasonable grounds for refusal

<i>Neighbourhood / community</i>	Applicant does not like the neighbourhood/community and there are no reasons relating to their housing needs, health or wellbeing. The refusal is considered as a personal preference.
<i>Loss of contact / failure to engage</i>	The applicant lost / failed to contact the department when requested. <b>OR</b> No engagement or reasons provided for not accepting the offer.
<i>Housing size</i>	Applicant does not like the size of housing offered, including where they have chosen to list for smaller housing than their bedroom entitlements allow, and there are no reasons relating to their housing needs, health or wellbeing. The size of the property meets the applicant's entitlements under the Bedroom Entitlements policy, or their acceptance of smaller housing, so the refusal is considered as a personal preference.
<i>Natural disaster</i>	Property was previously impacted by a natural disaster or other extraordinary event and has been repaired to a habitable standard.
<i>Housing type</i>	Applicant does not like the type of housing offered and there are no reasons relating to housing needs, health or wellbeing. The refusal is considered as a personal preference.
<i>Other</i>	Other reasons for refusal that do not fit any of the above reasons. Please provide details in the comments field.

### Guide to Responses for Exits

Information on exits from transitional housing is reported under the National Affordable Housing (NAHA) and National Partnership (NP) agreements. Please select the option that most closely matches the exit outcome.

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| <ul style="list-style-type: none"> <li>• Crisis accommodation</li> <li>• Correctional facility</li> <li>• Future exit due to cancelled application</li> <li>• Hospital or health care facility</li> <li>• Long-term community housing or affordable housing</li> <li>• National Rental Affordability Scheme (NRAS)</li> </ul> | <ul style="list-style-type: none"> <li>• Homelessness</li> <li>• Public housing</li> <li>• Private rental</li> <li>• Home ownership</li> <li>• Property abandoned</li> <li>• Stay with family or friends</li> <li>• Other - give details above</li> </ul> |
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Please send the completed form to your nearest Housing Service Centre within one (1) working day of all offers, exits or deferral dates being known.