This information sheet outlines the department’s policy on what happens if you reject an offer of housing assistance.

**How is an offer of housing made to an applicant?**

If you are an eligible person with an application on the housing register, you may receive an offer of housing. The department and community and affordable housing providers make offers of housing by:

- contacting you and telling you about the property
- advising you that if you reject an offer, your reasons will be assessed to determine if they are valid or invalid
- whenever possible, giving you an opportunity to visit the property
- giving you three days to consider the offer.

**What are valid and invalid reasons for rejecting an offer?**

If you reject a property that is in an area of high demand for social housing assistance, there is no guarantee that you will receive another offer.

**Valid** reasons for rejecting an offer include:

- the property is too far from essential services or support, or your place of employment or education
- cultural reasons
- the building design does not match your requirements (for applicants with a medical condition or disability)
- the property poses health and safety risks
- the rent is too high due to affordable housing rent scale
- you do not wish to be housed in a property with shared facilities (such as a shared kitchen)
- the size of the property does not match your requirements.

**Invalid** reasons for rejecting an offer include:

- you do not like the neighbourhood and there are no substantive reasons for this
- you do not like the type of housing offered, such as a brick house rather than a timber one.
Social housing providers may consider other reasons that applicants have for rejecting offers.

**What happens when an offer is rejected?**

People who reject offers of housing for an invalid reason may lose their place in the queue, or have their application cancelled if they misrepresented their level of need.

If the offer of housing was made by a community or affordable housing provider, the provider will immediately advise the department by telephone of your decision to accept or reject the offer. The department will contact you if documentation is needed to support your reasons for rejecting an offer.

**Penalty for the first and second invalid rejection of an offer**

Your date of application for housing assistance will be reset to the date of offer. Any time that your application had previously spent on the housing register will be lost.

**Penalty for third invalid rejection of an offer**

Your application for housing assistance will be cancelled and you cannot reapply for social housing for 12 months. You should be aware of this policy before a third offer is made to you.

**Complaints and appeals**

Decisions made by the Department of Housing and Public Works can be appealed through the department’s appeals process. Other complaints and appeals should be dealt with by the registered provider under their dispute resolution and review of decisions policy.

**For more information**

More information about the Allocations Policy – rejection of offer is available on the Department of Housing and Public Works’ website at [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au) or by contacting us at:

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