

Offers of Housing Assistance – Reasons for Rejection

This document defines the valid and invalid reasons for applicants to reject offers of housing assistance during transfers.

An **invalid** rejection of an offer of housing occurs when the tenant does not have an acceptable reason for rejecting a property. Invalid reasons for rejecting a property include but are not limited to:

- the tenant does not like the neighbourhood or the type of housing and there are no substantive reasons for this
- the tenant wanted a brick rather than a timber home or they want a new house rather than an old one.

Valid reasons for rejection of offer are described in the following table:

Reason for Rejection	Details of Rejection	Evidence
Health and safety grounds	Property has a lack of essential facilities e.g. cooking facilities, bathroom, water supply, heating and lighting; or the structural condition of the current housing could lead to serious health and safety risks.	Confirmation from the delegated officer of the registered provider of the condition of the property on offer.
Distance from essential Services	Needs to have access to medical services, or support services that enable a person to undertake activities of daily living (e.g. grooming, dressing, shopping, and social activities), or accessible transport services, and/or special education services.	Letter from health professional or organisation that provides support service outlining the applicant's needs to be close to the service, the nature and frequency of the support, the length of time the applicant has received this support, and why this service cannot be provided in another location.

Reason for Rejection	Details of Rejection	Evidence
Employment	<p>Difficulty reaching place of employment due to location of the housing and/or lack of accessible public transport.</p> <p>Issue with proximity to education facilities offering programs for people with special needs or a disability.</p>	Letter from employer, education institution or support service.
Cultural grounds	Members of Aboriginal and Torres Strait Islander families may not wish to accept an offer of housing which a relative has died in.	Report from organisations that provide services to people from the applicants' cultural background.
Access to children	<p>Needs location suitable for:</p> <ul style="list-style-type: none"> • regular access visits to children who are in foster care, kinship care or in the custody of another parent • to enable a child to be returned to (or preventing them from being removed from) their custody • to enable the shared care of child/ren 	Letter from Child Safety Services, or Copy of Court Order, or Statutory Declaration from both the applicant and the main carer verifying circumstances.
Family and informal support	Needs to be near a family member or other informal support and the provision of this family or informal support will reduce costs to the Government for formal support and lack of support will have a significant impact on the well-being of the household member.	<p>Letter from family or informal support provider detailing the nature of the support provided to the applicant or household member.</p> <p>Note: the evidence supplied to support that the applicant and/or household member needs family or informal support must verify that the provision of such support will reduce costs to Government for formal support and that lack of support will have a significant impact on the well-being of the family member</p>
Suburb not requested by applicant.	The applicant has not listed for the suburb offered.	No evidence required.

Reason for Rejection	Details of Rejection	Evidence
Housing type not requested by applicant and not listed as an exclusion	The applicant has not requested the housing type offered. A couple refuses a bedsit.	No evidence required.
Building design	<ul style="list-style-type: none"> • a household member has a medical condition and/or disability which is exacerbated by the dwelling design; and • the existing housing cannot be readily modified to alleviate or eliminate the impact; and • the housing design restricts one or more household member from undertaking activities of daily living. 	Letter or report from an occupational therapist, health or support provider stating the nature of the disability and indicating the applicant's specific requirements and why the offered housing is inappropriate and cannot be modified to meet the household's needs.
Housing size	Overcrowded circumstances as defined under bedroom entitlements.	Confirm details of household members and match against bedroom entitlements.
Special circumstances	A refusal of an offer in special circumstances that do not fall within the above guidelines can be approved by the delegated officer and the next appropriate housing can be offered without penalty.	Evidence as required at the delegated officer's discretion.
Rent affordability	Under the affordable housing rent policy the household would be charged more than 25% of its income in rent.	Evidence of assessable income.
Shared Facilities	Tenant will not accept shared facilities.	No evidence required.