

Allocation of housing

Offers of housing policy

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Section name: Allocation of housing

Policy: 1.1.4

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1 Purpose

- 1.1 To outline the roles and responsibilities of Mission Australia Housing (MAH) in relation to making offers of housing to eligible applicants.
- 1.2 To outline the prerequisites that applicants must meet in order to receive an **offer of housing**.
- 1.3 To define a **reasonable offer of housing**.
- 1.4 To outline requirements where applicants refuse an offer of housing.
- 1.5 To outline the circumstances under which MAH may withdraw an offer of housing.

2 Related policies

- 2.1 This policy should be read in conjunction with:
 - 2.1.1 The [Housing Applications Policy](#) which explains the roles and responsibilities of MAH within application processes.
 - 2.1.2 The Housing [Allocations Policy](#) which explains the process that MAH undertakes when allocating properties to (social and supported) housing applicants.
 - 2.1.3 The Transfer Policy which outlines the requirements for tenants applying to transfer to an alternative property to better meet their needs, as well as the circumstances that may require MAH to request tenants to transfer from their property to an alternative property.

3 Scope

- 3.1 This policy applies to staff responsible for managing tenants and properties of MAH.

4 Guiding principles

- 4.1 MAH follows consistent processes where offers of housing are made to eligible applicants.
- 4.2 MAH complies with the requirements of operating states.
- 4.3 MAH upholds accountability and transparency through its record keeping practices.
- 4.4 Tenants are given opportunities to appeal organisational decisions in order to ensure fair and transparent outcomes.

5 Policy

5.1 Maximum number of offers in New South Wales (social housing)

- 5.1.1 Social housing applicants in New South Wales will receive no more than two reasonable offers of housing based upon the information they have provided in their application for housing. MAH is responsible for determining the reasonableness of an offer of housing that has been made to an applicant.
- 5.1.2 Where applicants decline two reasonable offers of housing, they will be removed from the Housing Pathways waiting list.

5.2 Offers of housing in Queensland and Tasmania (social housing)

- 5.2.1 In accordance with the policies of housing authorities in Queensland and Tasmania, MAH is required to inform state housing authorities where applicants decline an offer of housing. These authorities are responsible for determining whether the offer made was reasonable and whether penalties should be applied to an applicant.

5.3 Offers of housing (affordable housing)

- 5.3.1 MAH will generally be unable to give more than one offer of housing to affordable housing applicants due to limited available housing stock.
- 5.3.2 Where an applicant refuses an offer of housing within an affordable housing program, the applicant may be required to reapply for another affordable housing property.

5.4 Withdrawal of offers

- 5.4.1 In all operating states, MAH reserves the right to withdraw offers of housing made where:
- Applicants are no longer eligible for social/affordable housing
 - The type of property that will be required has changed

- False information has been supplied
- An applicant has become incarcerated, hospitalised or is in care
- An applicant has previously received the maximum number of offers of housing
- An applicant has not responded to an offer within a reasonable timeframe
- An offer of housing is unsuitable or unsafe
- Repeated attempts to contact an applicant have been unsuccessful
- MAH is required to use a property for an alternative purpose
- MAH has concerns for the capacity of an applicant to manage a tenancy, either with or without support.

5.5 General requirements

- 5.5.1 Staff will inform applicants of their right to appeal organisational decisions and to complain about the services of MAH as per the [Appeals and Complaints Policy](#).
- 5.5.2 Staff will hold any sensitive information disclosed through the offers process in confidence unless disclosure is required under law or consented to by the person subject of that information as per the [Privacy and Confidentiality Policy](#).
- 5.5.3 Staff will store any evidence or documentation supplied within the tenancy management system.
- 5.5.4 Staff in NSW will store any offer responses for social housing programs within the state based system

6 Definitions

Offer of housing: once MAH has identified a suitable property which meets the requirements of an applicant, an invitation to view and accept the property will be made to the applicant.

A **reasonable offer of housing** is when a property matches:

- The number of bedrooms the household requires;
- The allocation zone requested (the property may be in any suburb within the allocation zone);
- Any other property or location features the client has been assessed as needing, for example: requirements relating to level access, stairs or steps; distance from services or facilities; locational needs for safety needs (such as escaping family or domestic violence).

An offer is considered reasonable if it meets the above criteria but the applicant rejects it on the grounds of personal preference. This would be treated as a rejection of a reasonable offer.