



## Priority housing assistance

You may be listed for priority assistance due to your priority housing need or other circumstances.

If you receive an offer for priority housing assistance it will be considered suitable providing it meets your priority housing need.

A suitable offer of accommodation will be:

- In your selected metropolitan zone or country town
- Has the the minimum number of bedrooms appropriate to the size of your household, and
- · Meets the households demonstrated need.

An offer of accommodation may be recommended that exceeds your bedroom entitlement and is not in your preferred zone or country town should it meet the households demonstrated need

If an offer of accommodation is refused you may lose your priority status and your application may be withdrawn from the waiting list.

If you are considering declining an offer, please discuss this with a Customer Service Officer.

The Housing Authority operates within the Department of Communities.



Translating and Interpreting Service (TIS) – Telephone: 13 14 50 If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

For more information visit Communications.gov.au/accesshub/nrs This publication is available in other formats that can be requested at any time.

### Department of Communities offices\*

Head office 5 Newman Court Fremantle 6160 Tel: 1800 176 888

# Metropolitan offices

Armadale 151 Jull Street Armadale 6112 Tel: (08) 6215 1212

Cannington 17 Manning Road Cannington 6107 Tel: (08) 6414 3111

Fremantle 42 Queen Street Fremantle 6160 Tel: (08) 6414 3222

Joondalup Unit 4, 7 Wise Street Joondalup 6027 Tel: (08) 6215 1414

Kwinana 2 Stidworthy Way Kwinana 6167 Tel: (08) 6277 3877

Mandurah Unit 1, 17 Sholl Street Mandurah 6210 Tel: (08) 6277 3883

Midland 21 Old Great Northern Highway Midland 6056 Tel: (08) 6277 4343

Mirrabooka 5 Milldale Way Mirrabooka 6061 Tel: (08) 6414 3000

Perth City 605 Wellington Street Perth 6000 Tel: (08) 6215 1500

Victoria Park 269 Albany Highway Victoria Park 6100 Tel: (08) 6414 2115

### Great Southern Pil

Albany 131 Aberdeen Street Albany 6330 Tel: (08) 6277 4177

Katanning 6 Daping Street Katanning 6317 Tel: (08) 6277 4188

#### **South West**

Bunbury 22 Forrest Avenue Bunbury 6230 Tel: (08) 6414 3204

Busselton 88 Kent Street Busselton 6280 Tel: (08) 6277 3666

Manjimup Unit 10, 30-32 Rose Street Manjimup 6258 Tel: (08) 6277 5008

#### **Goldfields**

**Esperance** 86B Windich Street Esperance 6450 Tel: (08) 6277 3844

Kalgoorlie Unit 1-2, 84-96 Brookman Street Kalgoorlie 6430 Tel: (08) 6277 5233

#### Mid West

Carnarvon 6 Robinson Street Carnarvon 6701 Tel: (08) 6414 3312

Geraldton 201 Marine Terrace Geraldton 6530 Tel: (08) 6414 3320

Meekatharra 31 Main Street Meekatharra 6642 Tel: (08) 6277 3988

#### Pilbara

Karratha
The Quarter HQ
Level 2,
20 Sharpe Avenue
Karratha 6714
Tel: (08) 6414 3333

South Hedland Cnr Brand and Tonkin Streets South Hedland 6722 Tel: (08) 6277 5044

#### **West Kimberley**

Broome 30 Frederick Street Broome 6725 Tel: (08) 6277 3833

Derby West Kimberley House 16-22 Loch Street Derby 6728 Tel: (08) 6277 3880

### **East Kimberley**

Halls Creek 14A Terone Street Halls Creek 6770 Tel: (08) 6277 3811

Kununurra 16 Coolibah Drive Kununurra 6743 Tel: (08) 6215 1501

### Wheatbelt

Merredin

27 Mitchell Street Merredin 6415 Tel: (08) 6414 2981

Narrogin 11-13 Park Street Narrogin 6312 Tel: (08) 6414 2979

Northam 5 Elizabeth Place Northam 6401 Tel: (08) 6414 3230





The Department of Communities (Housing) has offered you a property based on the demonstrated need of your household.

This brochure contains important information to assist you in considering the offer of accommodation.

#### A Suitable Offer

A suitable offer of accommodation is:

- In your selected metropolitan zone or country town
- Has the minimum number of bedrooms appropriate to the size of your household, and
- Meets the households demonstrated need.

### **Considering the offer**

Before accepting the property you have been offered, you need to consider if the property meets you or your family's housing needs.

### **Maintenance**

We may offer a property while maintenance is still being carried out. This is to reduce the time the property is vacant and the waiting times for applicants.

### Accepting an offer

Before you can accept an offer, we will need to confirm that you, your partner or any co-applicants meet the eligibility criteria.

You will also be required to provide current income details for all household members to enable us to determine your rent payable.

After you accept the offer, a Housing Service Officer will contact you to arrange a time to sign the tenancy agreement and to advise you of the rent and ingoing fees you are required to pay.



If you refuse an offer of accommodation you will need to provide supporting evidence specifying why the accommodation is unsuitable.

The Department of Communities will then assess your decision and determine if it is a reasonable refusal.

A reasonable refusal for an offer of accommodation is when the offer:

- Is not in your selected metropolitan zone or country town
- Does not have the number of bedrooms appropriate to the size of your household, or
- Does not meet the households demonstrated need.

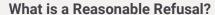
If your refusal of accommodation is considered unreasonable your application may be withdrawn from the waiting list.

# Speak to a

# **Customer Service Officer if you:**

- have any questions or concerns about the property you have been offered
- require the assistance of an interpreter
- would like contact details for agencies that provide tenancy advocacy and advice.





The Department of Communities (Housing) may consider refusals made on the following grounds as reasonable:

#### Location

Services or supports that are essential to the client or household (with a demonstrated need) are not within a close proximity of the property, this includes:

- Medical facilities
- Support providers, including family (where there is a demonstrated need)
- Schools, other essential learning facilities or child care venues
- Area of employment (particularly where reliant on public transport)

There are restrictions, legal barriers or prerequisites the client or householders need to adhere to (consider violent restraining orders or restrictions in proximity to particular grounds).

#### **Fit for Purpose**

The property does not meet the demonstrated need of the client or householders, this includes:

- Medical modifications where required
- Number of bedrooms

There are property elements or features that do not meet the demonstrated need of the household, this includes:

Fenced yard

You must be able to demonstrate where the above scenarios are relative to your refusal.