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If an offer of accommodation is refused you may lose your priority status and your application may be withdrawn from the waiting list.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



* For housing related matters

communities.wa.gov.au

Offer of rental accommodation



SD113 0623



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 ongoing fees you are required to pay.

Refusing an Offer

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.



What is a Reasonable Refusal?

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.

