

DATE OF REVIEW	AUTHORISED SIGNATURE
See Version Tracking Table	

TITLE **04.04 Housing Services Housing Offer and Withdrawal Policy**

SCOPE RQ Housing Programs

POLICY RQ will offer accommodation to selected eligible tenants. RQ reserves the right to withdraw an offer of housing made to a selected tenant prior to that household being accommodated only in relevant circumstances ensuring that wherever possible the applicant will be provided information on alternative housing options and/or information on how to appeal the decision.

PURPOSE To provide guidelines for the offer of accommodation to eligible tenants and withdrawal of an offer of housing once it has been established that circumstances have changed or that the tenant is no longer eligible for that particular accommodation.

DEFINITION RQ – Roseberry Qld
 General Manager also refers to Acting General Manager
 Staff refers to all paid and unpaid workers
 RTA – Residential Tenancies Authority
 LTCH – Long Term Community Housing
 CMSU – Community Managed Studio Units
 CAP – Crisis Accommodation Program
 EEH - Employment an Education Housing

PROCEDURE **04.04.01 Offer of Housing – CAP**

1. Once the applicant has been selected as per 04.02 Housing Services Application and Allocation Policy, the applicant is telephoned, and an offer of Housing will be provided to the applicant informing them of their successful application. An appointment is made for the signing of the tenancy agreement.
2. If unsuccessful, the Housing officer will attempt to contact the applicant by phone and advise of application being unsuccessful.

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04.04.02 Offer of Housing – LTCH, CMSU & EEH

1. The Housing Officer, in consultation with the Manager of Housing Services has the delegated authority to make an offer of Housing on behalf of RQ.
2. The applicant has up to 14 days to consider the offer after initial contact by phone from the Housing Officer.
3. Once an applicant accepts the offer, the Housing Officer will make and time and date for the tenancy sign up process and where necessary request current income details.
4. If the applicant does not accept the offer, the Housing Officer advises the relevant State or Federal Government agency/ies using the prescribed process and forms.
5. If the applicant accepts the offer, the Housing Officer notifies the relevant State or Federal Government agency/ies by email or fax within four working days of the acceptance.
6. If unsuccessful, the Housing Officer will attempt to contact the applicant by phone to advise that they were unsuccessful.
7. The successful applicant will be housed immediately depending on the condition of the property as per 04.05 Housing Services Tenancy Agreement and Duration of Need Policy and 04.06 Housing Services Sign up of Tenants Policy.

04.04.03 Withdrawal of Housing Offer

1. In some instances, an offer of housing may be withdrawn. For example:
 - a) The prospective tenant has knowingly provided false or misleading information;
 - b) Changes to the prospective tenant's household means that the accommodation offered is no longer suitable;
 - c) Changes to program guidelines precludes the prospective tenant from being housed;
 - d) Changes to the prospective tenant's eligibility status means that they are no longer eligible for the accommodation being offered.
2. The Housing Officer will liaise and seek guidance from the Manager of Housing Services and/or the General Manager in any instance of this occurring. The process and outcome/s will be documented in the Housing Services monthly report to the General Manager.
3. Referrals and information will be offered to ensure that prospective tenants who have had an offer of housing

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- withdrawn are provided assistance and support to access other options or extra resources and emergency relief.
4. The local the relevant State or Federal Government agency/ies shall be informed of the withdrawal of offer and the reasons why in writing within 24 hours of the offer being withdrawn.
 5. Applicants who have offers of housing withdrawn are able to appeal the decision following the RQ Complaints and Appeals process and by accessing assistance from relevant agencies, for example, RTA. The RQ Information Sheet – How to Make a Complaint... How to Appeal a Decision will be provided to those applicants or tenants that have an offer of housing withdrawn.
 6. If the offer of housing is accepted the tenancy is commenced as soon as practicable. The timeframe for the tenant moving in is negotiated between the tenant and the RQ Housing Officer.

ACCOUNTABILITY RQ General Manager, Housing Services staff

EVALUATION METHOD Complaints and Appeals Register
Annual Tenant Surveys

OTHER RELATED POLICIES / DOCUMENTS 02.17 Complaints, Appeals and Disputes Policy
04.02 Housing Services Application and Allocation Policy
04.03 Housing Services Eligibility Policy
04.05 Housing Services Tenancy Agreement and Duration of Need Policy
04.06 Housing Services Sign Up of Tenants Policy
Roseberry Qld Brochures
Housing Act 2003
Housing Regulation 2017
Housing (Transitional Period) Amendment Regulation 2017
DHPW Duration of Need Policy
RTRAA Act 2008
RQ Housing Services Information Sheet – How to Make a Complaint... How to Appeal a Decision

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	22/05/2018	Yes	RQ Board	05/06/2020
2	November	No	N/A	N/A
3	16/03/2020	Yes	RQ Board	27/06/2020
4	December 2020	No	N/A	N/A

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