



Priority Housing Assistance

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

If you decline an offer of accommodation and it is not assessed as a reasonable decline, you may lose your priority status.

Withdrawal from the Waitlist

If you decline an offer of accommodation and it is not assessed as a reasonable decline, your application may be withdrawn from the waitlist.

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 www.accesshub.gov.au/about-the-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
380 Joondalup Drive
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
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
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

* For housing related matters

communities.wa.gov.au



Government of **Western Australia**
Department of **Communities**

Offer of rental accommodation



SD113 0225

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.

A Suitable Offer

Housing will make a suitable offer of accommodation.

A suitable offer:

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

To reduce the time you have to wait for a property, you may be offered accommodation that meets your household's demonstrated needs but is not in your preferred zone or country town.

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.



Maintenance

We may offer a property where maintenance is still being carried out. This is to reduce the time the property is vacant and your waiting time.

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.

Declining an Offer

If you believe the property offered is not suitable, you may decline the offer. You will need to provide evidence specifying why the offer is not suitable.

The Department of Communities (Housing) will then assess your decision and determine if it is a reasonable decline.

A Reasonable Decline

If your reasons for declining an offer of accommodation are reasonable, you will remain on the housing wait list. The following reasons would be considered a reasonable decline.

Location

- The property offered is not in your selected metropolitan zone or country town.
- Services or supports that are essential to you or your 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), or
 - When there are restrictions, legal barriers or prerequisites the client or householders need to adhere to (consider violence restraining orders or restrictions in proximity to particular grounds).

Fit for Purpose

The property does not meet the demonstrated needs of you or your householders, this includes:

- When medical modifications are required
- When the property does not have the number of bedrooms appropriate to the size of your household
- If property elements or features of the property do not meet the demonstrated need of the household
- If it is unsuitable due to cultural reasons
- If it poses a risk to the safety of the household, including family and domestic violence.

