

04.04 HOUSING & HOMELESSNESS SERVICE HOUSING OFFER AND WITHDRAWAL POLICY

SCOPE

RQ Housing and Homelessness 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/S

RQ	Roseberry Qld
General Manager	Also refers to Acting General Manager
Workforce	Refers to all individuals providing service on behalf of RQ, such as Staff, Volunteers, Independent Clinicians, Consortium.
Staff	Refers to paid staff, graduates and student placements.
DCHDE	Department of Communities, Housing and Digital Economy
RTA	Residential Tenancies Authority
RTRAA	Residential Tenancies and Rooming Accommodation Act 2008
LTCH	Long Term Community Housing
CMSU	Community Managed Studio Units
EEH	Employment and Education Housing

PROCEDURES

04.04.01 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 and Homelessness Services Tenancy Agreement and Duration of Need Policy and 04.06 Housing and Homelessness Services Sign up of Tenants Policy.

04.04.02 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;

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- 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 Housing and Homelessness Manager and/or the General Manager in any instance of this occurring. The process and outcome/s will be documented in the Housing and Homelessness Service 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 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 and Homelessness Manager and RQ Housing Officers

EVALUATION METHOD

Review of RQ policies as per [01.10 Policy and Procedure Development and Review Policy](#).
[02.23 Quality Evaluation & Improvement Policy](#)
Complaints and Appeals Register
Annual Tenant Surveys

LEGISLATIVE COMPLIANCE

[Queensland Housing Act 2003](#)
[Queensland Housing Regulations 2003](#)
[Residential Tenancies and Rooming Accommodation Act 2008](#)

RELATED DOCUMENTS

[02.17 Complaints, Appeals and Disputes Policy](#)
[04.02 Housing and Homelessness Services Application and Allocation Policy](#)
[04.03 Housing and Homelessness Services Eligibility Policy](#)
[04.05 Housing and Homelessness Services Tenancy Agreement and Duration of Need Policy](#)
[04.06 Housing and Homelessness Services Sign Up of Tenants Policy](#)
Roseberry Qld Brochures
[DCHDE Social Housing Program Specifications](#)
RQ Tenant Information Kit

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DOCUMENT CONTROL

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16/03/2020	V3		RQ Board	27/06/2020
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