



Offers and Declines Policy

Access to Public Housing Process

Offers and Declines is Step 4 in the 4 Step process for Access to Public Housing, as below:

- Step 1:** Applying for Public Housing (*Managing Access and Applications Policy and Procedure*);
- Step 2:** Establishing eligibility (*Public Housing Eligibility Policy and Procedure*);
- Step 3:** Assessing housing need, establishing entitlement and identifying category of need (*Housing Assessment System Policy and Procedure*);
- Step 4:** **Allocating an appropriate property (*Offers and Decline Policy and Procedure*).**

Policy Intent

It is the aim of Housing Tasmania to offer Category I applicants a suitable property as quickly as possible. However, public housing is a limited resource and applicants will almost always have to wait a period of time before a property becomes available. This is particularly so if an applicant has chosen a popular area that has high demand and little turnover or an area where there is limited public housing stock. In these circumstances it may take much longer for a suitable property to become available. In general it is difficult to estimate how long it will take for a property to be allocated. Applicants are allocated a property according to their date of entry into a Category.

It is inadvisable to provide clients with an estimate of how long it will take to allocate a property, as this may falsely raise expectations.

Benchmarks

This policy places benchmarks for signing of lease agreements:

- Applicants signed up within 5 working days of offer acceptance.

Benchmarks are set to ensure Statewide consistency and a timely response by Housing Tasmania to clients.

Offer Process

The offer process includes the following steps:

- Defining the property characteristics;
- Matching applicant entitlements and property characteristics;
- Establishing the suitability of an offer;
- Responding to declines; and
- Identifying special considerations when allocating.



Responsibilities

Access and Support Planning Officers are delegated to sign off on the allocation of public housing properties.

For further information relating to this policy please email the helpdesk housing.policyhelpdesk@dhhs.tas.gov.au