

Fact Sheet

April 2010

Social housing properties

How do I receive an offer of a property?

1. When will I receive an offer of a property?

You will receive an offer of a property when your turn has been reached. The time you wait for an offer of a property depends on:

- the area you need to live in
- the number of properties in the area and how often they become vacant
- the type of property you need
- the number of bedrooms you need.

2. What type of property will I be offered?

Depending on the type of housing provider you selected in your housing application, you may be offered a property owned or managed by either:

- Housing NSW or
- a community housing organisation.

You will be offered a property that matches your housing needs.

3. How many offers of a property will I receive?

Most applicants will receive a maximum of two offers. The number of offers you receive will be discussed with you and then confirmed before you receive an offer.

4. What is a reasonable offer?

A reasonable offer is one that matches:

- the number of bedrooms your household needs
- your approved allocation zone (not the suburb you would like to live in)
- any special needs or medical/disability requirements demonstrated in your application.



A provider will not consider an offer is unreasonable just because you:

- don't like the suburb
- don't like the neighbours
- don't like the look of the property, or
- don't like the property because of personal preferences.

For this reason, you should think carefully about rejecting the offer you are given. Providers will make every effort to ensure that the property offered meets your housing needs.

5. How will I receive an offer?

When a suitable property becomes available, a housing provider will contact you to make the offer.

6. What happens when I receive an offer?

Generally, you will have two days from receiving the offer to inspect the property, decide whether the property suits your needs and advise the housing provider whether you will accept or reject the property.

If you do not respond within the **two** days, the provider will assume you are not interested in the property, and it will be offered to another applicant.

7. What happens if I accept the property?

The provider will advise you when you can move in and will arrange a time for you to sign a lease.

8. What happens if I reject the offer of a property?

You will need to provide a letter and any other supporting documents explaining your reasons for rejecting the offer of a property. The housing provider will tell you how long you have to do this.

The provider who gave you the offer will then decide if the offer was reasonable by considering your reasons for rejecting the offer and any information you provided.

If the property met your housing needs, it will be considered a reasonable offer. If the property did not meet your housing needs, it will not be considered a reasonable offer.

The provider will send you written advice confirming the decision and what will happen next. If you have rejected your final reasonable offer, your name will be taken off the housing register and you will not receive any further offers.

If you re-apply for housing or a transfer, your waiting time will start from the date of your application.

Housing Pathways

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What if I disagree with the decision?

If you believe that the decision made is wrong, you should first discuss your concerns with the person who made you the offer.

If you still believe the decision made was wrong, you can ask to have the decision reviewed. To do this fill in the Reviewing Decisions form available at your local Housing NSW office or community housing provider office or the Housing NSW website www.housing.nsw.gov.au.

Are all your questions answered?

If all your questions have not been answered in this fact sheet:

- contact your local Housing NSW office
- or
- call 1300 HOUSING (1300 468 746)
- or
- go to the Housing NSW website www.housing.nsw.gov.au

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

Translation service

Arabic	خدمة الترجمة الخطية والشفهية المجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450