



# Relocation Assistance Grant Guidelines

## LOOSE FILL ASBESTOS INSULATION ERADICATION SCHEME

July 2022

### OVERVIEW

**These Guidelines provide information about the Relocation Assistance Grant for owner occupiers and tenants of properties added to the Affected Residential Premises Register (the Register). The primary focus of the Relocation Assistance Grant is to assist residents to move out of their affected properties.**

The ACT Government's Loose Fill Asbestos Insulation Eradication Scheme is designed to eradicate the ongoing exposure risks from the continuing presence of loose fill asbestos insulation in Canberra houses. This will be achieved through the demolition of affected properties and site remediation.

When a property affected by loose fill asbestos insulation is vacated, the owner occupier or tenant becomes eligible for a Relocation Assistance Grant. The Relocation Assistance Grant can assist with the associated costs of transitioning to a new home or living arrangements.

### WHO CAN APPLY FOR THE RELOCATION ASSISTANCE GRANT?

To be eligible for the Grant you must be an Eligible Occupier.

An Eligible Occupier must have been living in the affected property at the date that it was added to the Affected Residential Premises Register (Register), and be either:

1. an owner occupier, or
2. a tenant under a valid tenancy agreement.

At the time of your application you must already have moved out of the affected property and it must remain vacant. Applications for the Grant cannot be lodged while any residents remain in the affected Property.

Tenants will need to provide with their application a copy of their residential tenancy agreement and evidence of lodgement of their bond with Access Canberra. Applications for the Grant can only be made by those Tenants named on the valid residential tenancy agreement.

Landlords/lessors of affected properties are not eligible to claim the Relocation Assistance Grant but may be eligible to apply under the Lessor Assistance Grant.

## RELOCATION ASSISTANCE GRANT FOR DECEASED ESTATES

The Executor of a deceased estate will be treated as an Eligible Occupier and is deemed to be eligible to apply for the Relocation Assistance Grant. The Executor will be required to satisfy the applicable criteria set out in this Guide.

## WHEN DO I NEED TO APPLY BY?

An Eligible Occupier must apply for the Relocation Assistance Grant within three months from when the affected property is permanently vacated.

## HOW MUCH IS THE RELOCATION ASSISTANCE GRANT?

The Relocation Assistance Grant is a lump sum payment of up to \$10,000 per household plus \$2,000 per dependent child living in the affected property.

In special / emergency circumstances, assessed on a case by case basis, an early partial payment may be made available to an Eligible Occupier prior to the completion of the full application process.

The lump sum payments will not be means-tested. Payments will be made by electronic bank transfer. Where possible, applications will be processed within 15 working days of receipt of a completed application and all supporting material.

## GRANT CRITERIA

To be eligible to receive the Relocation Assistance Grant, an Eligible Occupier must satisfy a number of criteria:

- (1) have permanently vacated the affected property at the time of application
- (2) where the Eligible Occupier is an owner occupier, agree to maintain the external parts of the affected property while you continue to own it (for example by mowing lawns and securing the property)
- (3) have agreed not to return to reside in the affected property
- (4) have not knowingly allowed anyone else to reside at the affected property.

Eligible Occupiers who are owner occupiers are encouraged to maintain insurance on the affected property.

## VALID TENANCY AGREEMENT

Applications for the Relocation Assistance Grant can be made by the tenant(s) named on a valid residential tenancy agreement.

A valid tenancy agreement is where –

- the tenant entered into the agreement before the affected property was added to the Register and, as a result of the notification of the presence of loose fill asbestos, vacated the affected property.

Any tenant who vacated an affected property after the affected property was added to the Register as part of the formal course of their lease, for example their tenancy term expired,

will not be entitled to assistance unless they can establish they vacated as a result of the notification of the presence of the loose fill asbestos. The Loose Fill Asbestos Coordination Team (Coordination Team) may request additional information to establish this is the position.

## HOW DO YOU APPLY FOR THE RELOCATION ASSISTANCE GRANT?

An Eligible Occupier will be required to lodge an application form with the Coordination Team following relocation from the affected property. There are separate forms for owner occupiers and tenants. Applications will not be able to be lodged while any residents remain in the affected property. However, in circumstances where this will cause hardship, you can apply for a partial payment to be made available prior to vacation of the affected property.

### Owner Occupiers –

All owners (that is all registered proprietors on the title of the affected property) will need to sign the application form.

### Tenants –

Tenants will need to provide with their application a copy of their residential tenancy agreement and evidence of lodgement of their bond. Applications can only be made by those tenants named on the valid residential tenancy agreement. All tenants named on the residential tenancy agreement will be required to sign the application form.

## ADDITIONAL INFORMATION

Additional information may be requested upon receipt of an application. Applicants will need to provide the requested information to enable the application to be assessed.

## WHEN IS THE RELOCATION ASSISTANCE GRANT PAYABLE?

Payment of the Relocation Assistance Grant will be made following approval of the application including provision of evidence from the Eligible Occupier that all persons have permanently vacated the affected property.

The application form cannot be processed until the affected property has been vacated.

## REVIEW PROCESS

An Eligible Occupier may submit a complaint using the Loose Fill Asbestos [Complaint and Review Form](#) in regard to the decision of their Relocation Assistance Grant application. The decision review will be referred initially to the relevant Director for investigation and response.

If the applicant is not satisfied with the response to their complaint, they can seek further review.

A first level review will be undertaken by the Executive Group Manager responsible for Coordination Team (or another person at the equivalent level).

Should the applicant remain dissatisfied with the outcome they can seek a second level review. This will be undertaken by the Deputy Director-General, Planning and Sustainable Development, EPSDD (or another person at the equivalent level).

Written notice of each review will be provided to the complainant.

Any request for a review should be made using the Loose Fill Asbestos Complaint and Review Form and set out the basis of their dissatisfaction with regards to the response received.

Each review process will be conducted within 20 business days of a request being received subject to all information relevant to the review having been provided by the complainant

Following a second level review, applicants can contact the ACT Ombudsman Office. The ACT Ombudsman is available to assist people who have complaints against the administrative actions of Government departments and agencies. Visit [www.ombudsman.act.gov.au](http://www.ombudsman.act.gov.au), email [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) or phone 1300 362 072.

## RELOCATION ASSISTANCE GRANT FOR AFFECTED PROPERTIES COMPULSORY ACQUIRED

The Relocation Assistance Grant will not be available to Eligible Occupiers where the affected property is compulsory acquired by the Territory as they will be entitled to other forms of compensation.

## FURTHER INFORMATION

Call Access Canberra on 13 22 81 and ask to speak with the Loose Fill Asbestos Coordination Team, or email [loosefillasbestos@act.gov.au](mailto:loosefillasbestos@act.gov.au).

## ACCESSIBILITY

The ACT Government is committed to making its information, services, events and venues as accessible as possible. If you have difficulty reading a standard printed publication and would like to receive this publication in an alternative format, such as large print, please phone 13 22 81 or email [loosefillasbestos@act.gov.au](mailto:loosefillasbestos@act.gov.au).



If English is not your first language and you require a translating and interpreting service, please phone 13 14 50 and ask for 13 22 81.

If you are deaf, or have a speech or hearing impairment, and need the teletypewriter service, please phone 13 36 77 and ask for 13 22 81.

For speak and listen users, please phone 1300 555 727 and ask for 13 22 81. For more information on this service visit [www.relayservice.com.au](http://www.relayservice.com.au).