

This fact sheet is for residents whose tenancy was previously managed by Link Housing. For more information, please visit our new website: [linkwentworth.org.au](http://linkwentworth.org.au)

At Link Wentworth, we respect our tenants' rights to enjoy their home in peace, comfort and privacy. However, there are times when we need to access the property (your home) to look after the wellbeing of those that live in the home and/or the condition of the property itself. We always try to give as much notice as possible.

## Why do you need access to my property?

There are several reasons why Link Wentworth may need to access a property, all of which are in accordance with the Residential Tenancies Act 2010. Here is a list of reasons why Link Wentworth may need to visit the property:

- To inspect the home
- To value the home
- To carry out or assess repairs/maintenance
- To carry out or assess work for health and safety
- To show the home to prospective tenants
- To show the home to prospective buyers
- In an emergency
- Following an order from the NSW Civil & Administrative Tribunal (NCAT)
- When we have a belief that the property has been abandoned
- If there are serious concerns about the health and safety of a household member

## How often will you need access – and will you give me notice?

The frequency of visits and the amount of notice we will give depends on the reason why we need to access the property. We will write to you beforehand with a proposed date and time when we would like to access your property (unless we are not required to get consent, for example in an emergency).

Reason for access	Maximum frequency	Minimum notice
Inspect the home	4 times within 12 months	7 days
Value the home	1 time within 12 months	7 days
Carry out or assess repairs/maintenance	As required	2 days each time
Carry out/assess work for health & safety	As required	2 days each time
Show the home to prospective tenants	A 'reasonable' number of times within the 14 days before the tenancy ends	'Reasonable' amount of time each time
Show the home to prospective buyers	2 times within a week	Before first showing – 14 days For showings that follow – 48 hours
In an emergency	Unlimited	None
Following an order from NCAT	Unlimited	As per the NCAT order
The property has been abandoned	Unlimited	None
Serious concerns about the health and safety of a household member	Unlimited	A reasonable attempt to contact to gain consent



## **Can I change the date/time that Link Wentworth has said they'll visit?**

If you have a problem with the date or time that Link Wentworth has said they will access the property, you can contact us to change it. Please call Link Wentworth on 95412111 and we will do our best to find a time that works.

Refusal to give access to your home is in breach of your tenancy agreement. In this case, Link Wentworth may make an application to NCAT to request an order that grants us entry.

## **Why do you need to inspect my home?**

Tenants sometimes ask us why we need to inspect the property. Inspections benefit both Link Wentworth and the tenants as it allows us to make sure that your home is in good working order and to tackle any potential problems. It helps us to find out:

- The condition and safety of the property
- Who is living in the household
- Repair and maintenance issues
- Support needs of the tenants
- Tenancy and neighbour problems.

Our properties must be inspected at least once a year, and up to 4 times a year if there are any concerns about the property or the tenants.

**If you need more information, please contact Link Wentworth on 9412 5111 or email [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au)**

**Do you need a translator? TIS National provides access to phone and on-site interpreting services in over 150 languages. Call 13 14 50.**

**[linkwentworth.org.au](http://linkwentworth.org.au)**