

141 Visitors and Other Occupants Policy

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

This policy outlines Link Wentworth's approach to visitors and other occupants.

3. Scope

This policy applies to all Link Wentworth social housing tenants.

4. Policy

Link Wentworth understands that tenants may have additional people stay in their house for periods of time. However, to be fair to everyone, Link Wentworth ensures that tenants comply with the terms of the Residential Tenancy Agreement relating to household members and Link Wentworth's rent policy

Under the terms of your tenancy agreement, you must advise Link Housing within 28 days of any change of household membership.

When a visitor stays for a few days or less than 4 weeks from time to time, you do not need to let Link Wentworth know.

You cannot apply for a transfer based on overcrowding because Link Wentworth has approved an additional person becoming a member of your household.

Visitors

A visitor is a person who temporarily stays with you for up to 28 days, who lives elsewhere and has a different home address on their documents.

When you have a visitor, you are responsible for their actions under your tenancy agreement. If your visitor does something that breaches the tenancy agreement such as interfering with the quiet enjoyment of neighbours or damaging the property your tenancy may be at risk.

When a visitor stays longer than 28 days, you must ask Link Wentworth's approval for the visitor to become an 'additional occupant' by submitting a Change of Circumstances and Additional Occupants form to Link Wentworth.

Additional occupants

An additional occupant is a person who was not a member of the household at the start of the tenancy but has obtained written approval from Link Wentworth to become a member of the household.

Link Wentworth includes an additional occupant's income when calculating household rent.

Unauthorised occupants

An unauthorised occupant is a person who is living at the property for more than 28 days but is not an approved member of the household. Link Wentworth investigates reports of unauthorised occupants living at a property.

We may take action under the Residential Tenancies Act 2010 if we decide it is not appropriate for the additional person to continue living at the property.

5. Legislative or other applicable framework

- *Residential Tenancies Act 2010*
- NSW Community Housing Rent Policy

6. Complaints and appeals

A tenant who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Wentworth website www.linkwentworth.org.au or by phoning Link Wentworth on 9412 5111.

7. References

- Rent Subsidy Policy

8. Privacy and confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.

Approval, policy owner and review frequency

Policy type:	Management Level
Executive Leadership Team owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	ELT-Member
Review Frequency:	Every two years or more frequently if circumstances warrant.

Approved by – **Chief Customer Officer**