

At Link Wentworth, we respect your right to enjoy your home in peace, comfort and privacy. However, there are times when we need to access your home as part of your tenancy agreement. Usually this is to ensure your wellbeing and the wellbeing of the people who may be living with you. We always try to give as much notice as possible.

Why do you need access to my home?

There are several reasons why Link Wentworth may need to access your home and they all comply with the *Residential Tenancies Act 2010*. Here is a list of reasons why Link Wentworth may need to visit your property:

- To carry out a home visit
- To ensure your wellbeing
- To inspect the home
- For repairs and maintenance (e.g., to carry out works or assess the need for works to be completed)
- To assess and repair the smoke alarm
- For health and safety (e.g., carry out works or assess the need for works to be completed)
- In an emergency
- There are serious concerns about the health and safety of a household member
- Following an order from the NSW Civil & Administrative Tribunal (NCAT)
- When we suspect that the property has been abandoned
- To value the home
- To show the home to prospective buyers
- Marketing the property for sale

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 your home. We will write to you beforehand with a proposed date and time when we would like to access your home (unless we are not required to get consent, for example in an emergency).

Reason for access	Maximum frequency	Minimum notice
To inspect the home	4 times within 12 months	7 days
To value the home	1 time within 12 months	7 days
For repairs and maintenance (e.g., to carry out works or assess the need for works to be completed)	As required	2 days each time
To assess and repair the smoke alarm	As required	2 days' notice
For health and safety (e.g., carry out works or assess the need for works to be completed)	As required	2 days each time
In an emergency or to conduct urgent repairs	Unlimited	None
There are serious concerns about the health and safety of a household member	Unlimited	A reasonable attempt to gain consent
Following an order from NCAT	Unlimited	As per the NCAT order
When we suspect that the property has been abandoned	Unlimited	None



To show the home to prospective buyers	2 times within a week	14 days before the first showing, 48 hours before each showing that follows
Marketing the property for sale	As required	This is only allowed once in a 28 day period before marketing of the premises starts for sale or lease or the termination of this agreement

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

Yes, you can. Please call Link Wentworth on 13 14 21 and we will do our best to find a time that works.

Please be aware that refusal to give access to your home is in breach of your tenancy agreement. In these instances, Link Wentworth may make an application to NCAT to request an order that grants us entry.

If you need more information, please contact Link Wentworth on 13 14 21 or email 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.