

## 1 Purpose

- 1.1 This policy establishes an effective, accountable and transparent framework for situations where people are visiting or staying at properties managed by Hume.

## 2 Scope

- 2.1 This policy applies to all properties we manage, including social and affordable housing, transitional and crisis accommodation and housing for people with a disability.

## 3 Policy Statement

- 3.1 We respect the right of our customers to use their property as they wish, including having people visit or stay with them in their homes.
- 3.2 We also need to make sure:
- all our customers can live in a peaceful environment
  - our properties are well looked after
  - the correct amount of rent is paid for each property

### Visitors

- 3.3 Customers are welcome to have visitors stay at their home for up to 4 weeks without formal approval. Customers should contact their Neighbourhood Officer before the end of the 4-week period if their visitor intends to stay for longer.
- 3.4 If a person stays longer than 4 weeks, without our approval, they are an unauthorised occupant.
- 3.5 Customers who are staying in crisis or refuge accommodation are not able to have visitors stay with them, except in the case of children. Customers should discuss their needs with their Neighbourhood Officer.
- 3.6 Customers who are living in Housing for People with Disability should see their Accommodation Agreement and House Rules for more information. Whether a customer can have visitors stay with them will depend on the size and type of home and the needs of other customers.

### Requirements of visitors

- 3.7 Customers are responsible for the actions of people who are visiting their property. It is important that:
- visitors do not interfere with the peace, comfort and privacy of neighbours
  - visitors do not use the property for illegal or unapproved purposes
  - customers pay for the cost of repairing any damage caused by visitors

These are requirements in the tenancy agreement and a breach could put a customer's tenancy at risk.

### Uninvited visitors

- 3.8 If a person comes onto the property without invitation, customers should ask them to leave and contact the police. We are not able to take action against a person who is not named on a tenancy agreement with us.

- 3.9 If a person comes onto the property and there is a formal restriction in place, such as an AVO, customers should call the police immediately.

### Additional occupants

- 3.10 Customers are allocated properties based on their household size and are charged rent based on household income. Due to this, customers should apply to have an additional occupant approved as a household member before the person moves into the property. In general, we aim to approve these requests, if:
- it will not lead to overcrowding
  - it will not lead to neighbourhood or shared household issues
  - the customer's rent and water accounts are up to date
  - the additional person does not have a history of tenancy issues with us, and is paying off any debts to us or another housing provider
  - the property is considered suitable for the additional occupant e.g. Seniors complex age limits
- 3.11 If the additional person is approved to become a household member, we will conduct a rent review based on the updated total household income.
- 3.12 If we decline the application, the applicant can seek a review of this decision. Any person who needs housing or advice can contact us for assistance with Housing Options.

### Unauthorised occupants

- 3.13 If a visitor stays without approval, or if other people move into the property, they may be treated as unauthorised occupants. Unauthorised occupants may be considered a breach of the customer's tenancy agreement.
- 3.14 Because rent subsidies are based on housing income, unauthorised occupants are also likely to mean a customer is not paying the correct rent. This can place the customer's tenancy at risk and may be considered rent subsidy fraud and result in subsidy being cancelled.
- 3.15 If a person has been visiting a property for more than 4 weeks without approval, has not made an application to become a household member and cannot prove they have another address, they are likely to be treated as an unauthorised occupant.
- 3.16 If a customer is concerned about the occupancy arrangements at their property, we encourage them to speak to their Neighbourhood Officer as soon as possible.

### Sub-letting a property

- 3.17 There are parts of the tenancy agreement that refer to subletting all or part of a property. Because we are a Community Housing Provider, we are required to manage our properties fairly in accordance with the Housing Pathways system. For this reason, we do not approve customers subletting all or part of their home to another person.

### Squatting or illegal occupation

- 3.18 We do not allow people to stay in our properties without a tenancy or other agreement with us. If we become aware of squatting, we will contact the police. We encourage customers to notify us if they become aware of squatting in one of our vacant properties so we can minimise risk of damage to the property.

## 4 Responsibilities

4.1

Role or responsibility	Position or delegation level
Approving Policy	COO
Implementation	Housing & Impact Team
Approval of decisions under this policy	Manager, Housing & Impact

## Records management

- 4.2 Employees must maintain all records relevant to administering this policy in SDM. Employees must ensure all information collected from customers, prospective customers and other people is managed in accordance with our [Privacy Policy](#).

## 5 Related Legislation and Documents

[Residential Tenancies Act 2010 \(NSW\)](#)

[Residential Tenancies Regulation 2019 \(NSW\)](#)

Registerable Persons Policy

## 6 Feedback and questions

- 6.1 Customers can provide feedback or ask questions at any time by contacting the Customer Service Centre on 1800 004 300.
- 6.2 Hume employees may provide feedback about this document by emailing [feedback@humehousing.com.au](mailto:feedback@humehousing.com.au).

## 7 Approval and Review Details

Approval and Review	Details
Approval Authority	COO
Policy Owner	General Manger Housing & Impact
Next Review Date	September 2025
Original Approval Authority and Date	12 September 2023
Amendment Authority and Date	[Add the previous approval authorities and amendment dates as Name DD/MM/YYYY; Name DD/MM/YYYY]