

Access to a property

Bridge Housing respects your right as a tenant to enjoy peace, comfort and privacy in your property. The *Residential Tenancies Act 2010* sets out specific reasons for when you must allow Bridge Housing staff access to your property.

Why will Bridge Housing staff or contractors access my property?

The most common reasons that Bridge Housing may access a property includes a property inspection, completing a repair, undertaking maintenance and complying with health and safety obligations (such as fire safety checks).

Property inspections

Your Housing Manager will arrange a property inspection with you at least once a year. This is an opportunity for you to raise any maintenance or tenancy issues, ask questions and for the Housing Manager to assess the general condition of the property. You are welcome to ask the Housing Manager to inspect the property more often if you have concerns about any particular maintenance issues.

Repairs and maintenance

After you have reported the repair to Bridge Housing, the contractor will usually contact you directly to arrange access to carry out the repair. Alternatively, Bridge Housing may send you a letter stating that it needs to access your property to carry out an inspection or repair. This letter will confirm the time, date and appointed contractor who will be attending.

Health and safety

Health and safety checks such as fire safety checks are carried out by approved Bridge Housing contractors. It is important that you allow access for these checks.

Welfare checks

If staff have concerns for your health and safety and cannot get in contact with you, they may carry out a welfare check. Staff will always try to contact you by phone or email. If they cannot contact you, Bridge Housing staff may come to your home to check that you are well. If there are serious concerns about your welfare, Bridge Housing may contact emergency services.

What if I do not agree to Bridge Housing staff or contractors accessing my property?

It is important that you discuss this with your housing manager. If the access is required for the reasons set out in the *Residential Tenancies Act 2010*, and you still refuse, then your Housing Manager may need to go to the NSW Civil and Administrative Tribunal (NCAT). The NCAT would grant a Specific Performance Order (Access) to authorise staff to enter your property and attend with a locksmith where necessary.

Notice period for access and frequency of visits

Reasons why Bridge Housing may need access to your property	Number of times that Bridge Housing can undertake this type of visit	The amount of notice that Bridge Housing must give to tenants
To undertake a property inspection	Four times in a 12 month period	At least seven days (plus four days postage) written notice for each occasion
To complete an urgent repair(s) (urgent repairs are defined by the <i>Residential Tenancies Act 2010</i>)	None	Unlimited
To complete a non-urgent repair(s), carry out maintenance and pre and post repairs inspections	Unlimited	At least two days notice for each occasion
To comply with health and safety obligations (for example: smoke alarm testing, fire safety checks, electrical inspections, gas safety inspections, pest inspections, termite inspections)	Unlimited	At least two days notice for each occasion
In an emergency	Unlimited	Unlimited. A tenant's home can be entered without consent and without notice
To value the property	One time in any 12 month period	Seven days written notice (plus four days postage) each time
To show the property to a prospective tenant	This is only permitted in the last 14 days before the existing tenancy is due to end	As agreed
To show the premises to a prospective buyer	Two times in any period of a week	Before first showing: 14 days (plus four days postage) written notice of intention to sell, then before each showing: as agreed, otherwise 48 hours each time
If Bridge Housing has tried to contact the tenant, has been unsuccessful, and has good reason for serious concern about the health or safety of the tenant or other occupants	Unlimited	A reasonable attempt to gain consent must have been made
If Bridge Housing has good reason to believe the property has been abandoned	Unlimited	Unlimited. A tenant's home can be entered without consent and without notice
In accordance with a Consumer, Trader and Tenancy Tribunal order (CTTT)	Unlimited	As determined by the CTTT

With a tenant's consent, Bridge Housing and/or its agents may enter a tenant's home at any time. An example of this would be a tenancy support visit.

Translation Service

English

If you need help to understand this letter please contact the Telephone Interpreters Service on 131-450 and ask them to contact on 9699-6055 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

Simplified Chinese

如果您理解这封信有困难，请拨打电 话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing，电话 9699-6055。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。 要求用您的语言来协助您。

Spanish

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 9699-6055. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

Russian

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 9699-6055. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

Greek

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131-450 και ζητήστε τους να επικοινωνήσουν με το 9699-6055 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

Vietnamese

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 9699-6055 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.