

## Access to your Property

### Purpose

This policy outlines the circumstances Bridge Housing will seek to enter a tenant's property with and without the consent of the tenant. This policy also explains Bridge Housing's approach to sustaining tenancies and ensuring the wellbeing of tenants by undertaking informal visits and contact with tenants.

### Scope

This policy applies to all tenants of Bridge Housing (we, our, us).

### Policy overview

We respect the right of tenants to enjoy reasonable peace, comfort and privacy in their home. In accordance with the [Residential Tenancies Act 2010](#), tenants must allow us and/or our agent's access to their home for specific reasons. These visits are beneficial to tenants and enable us to maintain our properties and undertake repairs. The conditions when we will access a tenant's property are listed below:

- We and/or our agents may enter a tenant's property at any time if the tenant has given consent. Consent can be given either verbally or in writing.
- We and/or our agents can access a tenant's property in accordance with the conditions of the *Residential Tenancies Act 2010*

### Reasons for access

The *Residential Tenancies Act 2010* allows us and/or our agent's access to a tenant's property for the following reasons once sufficient notice has been issued:

- To complete a property inspection
- If there is a request from a Real Estate Agent for the inspection of a leasehold property
- To complete a repair or maintenance or undertake a pre or post repair inspection
- To value the property
- To show the property to a prospective tenant or prospective buyer

The *Residential Tenancies Act 2010* also allows us and/or our agent's access to a tenant's property with minimal or no notice for the following reasons:

- If there is a serious concern for the health and safety of the tenant or occupants at the property.
- To complete or assess urgent and necessary repairs such as smoke alarms, serious water or gas leaks, dangerous electrical faults, failure or break down of any essential service and any damage that causes the property to be deemed unsafe.
- If there are strong suspicions that a property has been abandoned.

## Wellbeing approach

As a social housing landlord, we support tenants to access the services and supports they need to sustain their tenancy and enhance their wellbeing.

To support this, Housing Managers will conduct a wellbeing check including a property inspection within eight weeks of starting a tenancy and at least once a year after. This is an opportunity for tenants to raise any maintenance or tenancy issues and for the Housing Manager to assess the general condition of the property. Additional visits will be arranged on an as needed basis to support tenants to sustain their tenancy and enhance their wellbeing.

Tenants are welcome to ask their Housing Manager to inspect the property more often where they have concerns about any particular maintenance or wellbeing related issue. Housing Managers can help tenants to identify and apply for local services to assist with any health or wellbeing needs.

We will also access the property in the following situations:

- If there are serious concerns about property care
- When the tenant has asked for a visit
- When the tenant and Housing Manager have agreed to a home visit

Staff will always try to contact tenants by phone or email before accessing the property. If they cannot contact the tenant, our staff will attend the property to check that the tenant and any household members are well. If there are serious concerns about a tenant's welfare, we may contact emergency services. More information on our wellbeing approach can be found in our [Tenant Wellbeing Policy](#)

## Actions we will take if a tenant refuses access to their property

Under the conditions set out in the *Residential Tenancies Act 2010*, if proper notice has been given, a tenant must not deny or hinder our right of access.

If access is refused the tenant will be in breach of their Residential Tenancy Agreement and we will take action at the NSW Civil and Administrative Tribunal (NCAT) requesting an order to allow entry.

Where there is good reason to suspect that the property has been abandoned, we will arrange to enter and repossess the property.

## Appeals and Review of Decision

Tenants can appeal decisions made under this policy.

If a tenant is not satisfied with a service we have provided or does not agree with a decision we have made, they can ask for a formal review. Our [Compliments, Complaints and Appeals Policy](#) outlines the many ways for tenants to make an appeal. This policy, and a helpful information brochure, is available from our office or they can be downloaded from our website [www.bridgehousing.org.au](http://www.bridgehousing.org.au).

If a tenant is unhappy with the outcome of the appeal, they can lodge a second level appeal with the Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by staff of Community Housing organisations and Housing NSW. For information on the Housing Appeals Committee call 1800 629 794 or go to [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au).

## Related Documents and Resources

Type	Title
Legislation	<a href="#">Residential Tenancies Act 2010</a>
Legislation	<a href="#">Residential Tenancies Regulations 2010</a>
Policy	<a href="#">Repairs &amp; Maintenance Policy</a>
Policy	<a href="#">Tenant Wellbeing Policy</a>
Policy	<a href="#">Compliments, Complaints and Appeals Policy</a>

**English**

If you need help to understand this letter please contact the Telephone Interpreters Service on 131450 and ask them to contact on 8324 0800 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 8324 0800。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 8324 0800. 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 8324 0800. 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 131450 και ζητήστε τους να επικοινωνήσουν με το 8324 0800 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 8324 0800 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.

**Arabic**

إذا احتجت إلى مُساعدة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلُب منهم أن يتصلوا لك بِمَكْتَب على رقم 8324 0800 بدون تكلفة عليك. ويُمْكِنك أيضا الحضور إلى مُكْتَب Bridge Housing وطلَب المُساعدة بلُغَتك.