

Access to a Property

Purpose

The purpose of this policy is to outline the circumstances when Bridge Housing will seek to enter a tenant's property. 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.

Policy overview

Bridge Housing respects the right of tenants to enjoy reasonable peace, comfort and privacy in their property. In accordance with the *Residential Tenancies Act 2010*, tenants must allow Bridge Housing and/or its agent's access to their property for specific reasons. These visits are beneficial to both tenants and Bridge Housing since they allow Bridge Housing to maintain and repair its properties. The conditions under which Bridge Housing will access a tenant's property are summarised below:

- Bridge Housing and/or its 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.
- Bridge Housing and/or its agents can access a tenant's property in accordance with the conditions of the *Residential Tenancies Act 2010*

Policy

The *Residential Tenancies Act 2010* allows Bridge Housing and/or its agent's access to a tenant's property for the following reasons:

- 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/maintenance or undertake a pre or post repair inspection
- To value the property
- To show the property to a prospective tenant or prospective buyer

Bridge Housing will conduct at least the minimum of one property inspection every 12 months. It will conduct up to a maximum of four inspections where there are concerns for property care and/or maintenance.

Bridge Housing will also access the property in the following situations:

- An emergency
- If Bridge Housing has good reason for serious concern about the health or safety of the tenant or other occupants
- If there are serious concerns about property care
- To comply with health and safety obligations
- To repossess the property when it suspects the property has been abandoned
- When the tenant has asked for a visit
- When the tenant and Housing Manager have agreed to a home visit

Actions Bridge Housing 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 Bridge Housing's right of access.

If access is refused the tenant will be in breach of their Residential Tenancy Agreement and Bridge Housing can then make an application to the NSW Civil and Administrative Tribunal (NCAT) requesting an order allowing entry.

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

Complaints and appeals

If a tenant is not satisfied with a service provided by Bridge Housing or does not agree with a decision it has made, they can ask for a formal review. To do this, the tenant can complete either an **I want to complain form** or an **I want to appeal form**, details of which appear in the Bridge Housing's Complaints and Appeals Policy. This policy, and a helpful information leaflet, is available from Bridge Housing's office or they can be downloaded from our website www.bridgehousing.org.au.

If a tenant is unhappy with the outcome of an appeal to Bridge Housing, 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.

Related documents

Legislation

- *Residential Tenancies Act 2010*
- *Residential Tenancies Regulation 2010*

Documents supporting this policy

- Property Inspection Checklist
- Responsive Maintenance Policy

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 Διαρμηνέων 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.