

# ABSENCE FROM PROPERTY FACTSHEET



## Are you planning to be absent from your home?

- Evolve Housing expects tenants to personally occupy the premises at all times. Although there may be reasons from time to time for being absent from your home

## Before you leave, make sure:

- Your Housing Manager knows when you plan to be absent from your home, for example, if you are away for a holiday or need to stay in hospital etc.
- All rent and non rent accounts must be up to date before approval is given.
- You complete the Being Absent from Your Home application form, available from Evolve Housing's office, website or by email request.
- No one else is allowed to occupy your home while you are absent without your approval.

## Evolve Housing acceptable periods:

- If you are absent from your home for longer than six weeks you need to tell us as soon as possible on the application form.
- You can be absent from your home for up to three months (known as an acceptable absence).
- You cannot be absent for longer than 12 months (in total) over a five-year period.

## Acceptable reasons for your absence:

- Caring for sick or elderly family members.
- Hospitalisation, institutional care, nursing home care or rehabilitation.
- Escaping domestic violence, harassment or threats of violence.

- Assisting with immigration matters in your country of origin.
- Holidays.
- Reasons affecting your employment, education or training.
- Going to prison.

## Evolve Housing will accept your absence if:

- There is an acceptable reason for you to be absent or away.
- All rent and non rental accounts are paid up to date at the time of departure.
- You have made arrangements to pay your tenancy charges while you are away (rent, water usage or other non-rent payments).
- Rental will continue to be charged for the entire period at the rate charged prior to the approved absence period.
- The property will be maintained while you are away. (ie mail collected etc)
- You have arranged for someone over the age of 18 years to act on your behalf while you are away.

## Failing to update Evolve Housing of your absence:

- If you do not tell us that you are going to be absent, or if you do not come back on the date you have told us
- We may need to take action through the NSW Civil & Administrative Tribunal (NCAT) to terminate your tenancy.

## Where to get more information?

If you have any further questions, please contact the Evolve Housing office:

**Address:** Henry Dodd House  
9-13 Argyle Street, Parramatta NSW 2150  
**Phone:** 1300 692 245 or 02 8862 1500  
**Email:** [info@evolvehousing.com.au](mailto:info@evolvehousing.com.au)  
**Website:** [www.evolvehousing.com.au](http://www.evolvehousing.com.au)

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