

VISITORS & ADDITIONAL OCCUPANTS FACTSHEET

The birth of a child, a new job or visitors wanting to move in with Evolve Housing's residents etc. When these types of changes happen, tenants need to advise Evolve Housing .

In some cases the tenant may need to ask for our approval before a change occurs, for example, if the tenant wants someone to move into their property (an additional occupant).

Short visits (4 weeks)

A visitor can stay with tenants for up to four weeks (28 days). This does not change the household details of the tenant. If a visitor wishes to continue their stay for a short time longer than the four weeks, Evolve Housing must be advised. The tenant will need to apply to Evolve Housing for an extension of the visit time before the end of the four weeks. Visitors do not need to pay rent however, the tenant is responsible for their visitor's behaviour.

Additional Occupants

If a person wants to live at the property and become an additional occupant, this will change the household details of the tenant. The tenant must first apply to Evolve Housing for approval for them to become an additional occupant of the household. Evolve Housing may approve the application if:

- The tenant's rent account is up-to-date.
- The visitor meets the criteria to live in social housing. They should not be an ineligible or unsatisfactory former tenant, and must not owe money to Evolve Housing.
- Evolve Housing believes the visitor will not cause any nuisance, annoyance or overcrowding. You cannot apply for a transfer based on overcrowding due to the ...
- The new household composition is suitable for the type of property, for example, senior communities.

Please note that if a person is approved by Evolve Housing as an additional occupant, the additional rent for that person starts from the time they move into the property.

Evolve Housing needs the income details of additional occupants:

- If tenants want an additional occupant to stay at their property, the income details of the additional occupant need to be given to Evolve Housing prior to approval being given.
- The tenant needs to submit a new rental subsidy, and if Evolve Housing approves the application, then the rental subsidy will be re-calculated based on the new details.
- Tenants will be notified in writing about Evolve Housing's decision within 20 days of receiving their application.
- If the application is declined, tenants may appeal the decision (see our Appeals fact sheet).
- If tenants do not apply in writing for approval to house an additional occupant, Evolve Housing may cancel their rental subsidy. This means that the tenant may need to pay market rent until they provide the details of each occupant staying at their property.

What household changes need to be given to Evolve Housing?

If Evolve Housing is not updated about additional occupants or other household changes, the tenant's rental assessment will not be accurate. These are the changes Evolve Housing needs to know about:

- The number of people living in the home, for example, the birth of a child or someone moving into or out of the home.
- Anyone that stays regularly in a tenant's home, for example, a partner or friends.
- Anyone who is temporarily staying for longer than four weeks (28 days).
- Changes to the household's income, for example, someone starting or stopping work, or a change in Centrelink benefits.
- Anyone in the household who becomes self employed or starts their own business.
- Any new assets, savings, shares or dividends.
- Any new property ownership or inheritance.
- Any lump sum payment received, for example, a worker's compensation or insurance payment.

Further information

For more information or answers to any questions, please visit or contact the Evolve Housing head office:

Address: Henry Dodd House

9-13 Argyle Street, Parramatta NSW 2150

Phone: **1800 693 865**

Email: myevolve@evolvehousing.com.au

Website: www.evolvehousing.com.au

Translation service

If you need help with interpreting or translation because English is not your first language, phone the All Graduates Translating and Interpreting Service on **1300 652 488**. They will phone the housing organisation and interpret for you for free.