

PURPOSE

This purpose of this Policy is to explain the circumstances as to when and why Evolve Housing Employees can gain access to a Resident's home, such as for the purposes of monitoring and maintaining a Resident's Property.

POLICY REFERENCE	HS004.4
POLICY OWNER	General Manager, Resident Services
APPROVED BY	Evolve Housing Ltd CEO
APPROVAL DATE	31 October 2022
REVIEW DATE	31 October 2025

RESIDENT VISITS POLICY

1. SCOPE

This Policy applies to all Residents of Evolve Housing Limited and its controlled entities, excluding Evolve Housing Vic Limited (referred to as the Company)

2. POLICY STATEMENT

The Company is committed to addressing the needs of its Residents and to maintaining the condition of its Properties. One of the ways it does this is through conducting Resident visits.

The Company may only conduct a visit to a Resident's Property in compliance with the conditions set out in the Residential Tenancy Agreement and the *Residential Tenancies Act 2010* (NSW). It is a policy of Evolve Housing to conduct Resident visits at least once every 12 months in order to carry out a property inspection.

2.1 Benefits of Resident Visits

Resident visits are beneficial to both Residents and Evolve Housing, as they enable Evolve Housing to:

- Help sustain tenancies and maintain Properties;
- Identify and keep up to date with tenancy management needs;
- Update Evolve Housing records on the condition of each Property;
- Discuss maintenance issues with Residents;
- Confirm who is living at the Property;
- Identify issues or problems a Resident may be experiencing with their tenancy;
- Identify whether a Resident may need support to live independently or needs to be linked to a support service; and
- Build a positive relationship with Residents, which facilitates effective communication and responsible tenancy.

2.2 Obtaining access to a Resident's Property

Evolve Housing staff follow a range of guidelines for conducting Resident Visits. These guidelines include:

- Evolve will contact the Resident beforehand to advise of the intended visit and to make arrangements. Where possible, we will try to visit at a time that is convenient to the Resident;
- As a matter of courtesy, the Resident will be sent a letter requesting an appointment for property inspections;

- A Resident Visit will only take place between 8am and 5pm Monday to Friday, (not including public holidays), unless the Resident has agreed to another time ,or the *Residential Tenancies Act* permits it;
- Evolve Housing staff will carry identification on all visits and produce this on request;
- Evolve Housing staff will conduct themselves in a professional, courteous and respectful manner, mindful of the fact that they are visiting the Resident's home.

Under the *Residential Tenancies Act*, Evolve Housing staff may enter a Resident's premises only in the following circumstances:

- In an emergency, including for the purpose of carrying out urgent repairs. No notice is required to be given.
- To carry out necessary repairs. The Resident must be given two days' notice;
- To inspect the premises. No more than four visits may be conducted in any 12 month period and the Resident must be given seven days' notice before each visit;
- If there is good reason for Evolve Housing to believe the premises has been abandoned. No notice is required to be given.
- If the NSW Civil and Administrative Tribunal (NCAT) orders it (but only as and when specified in the Order).
- At any other time with the Resident's consent.

2.3 If Resident refuses to provide access

When Evolve Housing has requested access to the Property in the circumstances set out above and the Resident refuses to provide access, an application for an access order may be made by Evolve Housing to the NSW Civil & Administrative Tribunal (NCAT).

2.4 Complaints and Appeals

If a Resident is not satisfied with the service provided by Evolve Housing, they can make a Complaint by completing the online form available on the Evolve Housing website.

If a Resident does not agree with a decision Evolve Housing has made, they can request a formal review. To do this, the Resident needs to complete an Appeals Form stating why they disagree with the decision. Evolve Housing's Appeals Policy, Appeals Fact Sheet and the Appeals Form are all available from Evolve Housing's office and can also be downloaded from our website www.evolvehousing.com.au

3. DEFINITIONS

- Appeal – a disagreement by a Resident with a decision made by Evolve Housing that affects their tenancy, and which the Resident has requested be reviewed.
- Complaint- an expression of dissatisfaction with the standard or type of service provided by Evolve Housing, which is made by an external person or organisation (Complainant), and where the Complainant had expected or is requesting a different outcome or result.
- Days – means calendar days (unless otherwise stated)
- NCAT - NSW Civil & Administrative Tribunal is an independent NSW statutory body which resolves a wide range of disputes including tenancy and other residential property issues. NCAT decisions must be followed and are enforceable.
- Property – the property or residential premises as described in the Residential Tenancy Agreement between Evolve Housing and the Tenant
- Resident – a person who resides on a permanent basis in a property which is owned or managed by Evolve Housing under a Residential Tenancy Agreement (includes a Tenant)
- Residential Tenancy Agreement (or Tenancy Agreement) – a written agreement between Evolve Housing (as Landlord) and a Tenant, which governs the terms on which that Tenant occupies the property described in the Agreement.

- Tenant – a person who signs the Residential Tenancy Agreement with Evolve Housing and who has certain rights and obligations under that Agreement. (A Tenant is also a Resident.)

4. RELATED RESOURCES

- Residential Tenancies Act 2010(NSW)
- Residential Tenancy Agreement
- Evolve Housing Zero Tolerance to Violence Policy

This Policy is subject to change from time to time at the discretion of the Company. Any approvals required under this Policy will be granted in accordance with the Company Delegations of Authority Policy. Further information on this Policy and other topics, is available on the Evolve Housing website www.evolvehousing.com.au. If you have any specific questions regarding this Policy, please contact Evolve Housing on 1800 693 865 or email your enquiry to myevolve@evolvehousing.com.au.

5. VERSION CONTROL

VERSION	Date Approved	Author	Key Changes
1.0	1/08/2017		Policy adopted
4.0	31/10/2022	Raylee Golding, GM GAL/ Co Sec	Application of policy extended to controlled entities