

## 147 Access to a Property Policy

### 1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

### 2. Purpose

This policy sets out Link Wentworth's approach to accessing a property.

### 3. Scope

This policy applies to all Link Wentworth properties and programs.

### 4. Policy

In line with the Residential Tenancies Act 2010 (RTA), Link Wentworth respects the right of tenants to enjoy peace, comfort and privacy in their home. The RTA also provides Link Wentworth, as your landlord, with the right to enter your property in certain circumstances, including property care or tenant welfare concerns.

This policy outlines the reasons for which Link Wentworth will at times require access to a tenant's home. This policy also explains Link Wentworth's approach to sustaining tenancies and ensuring the wellbeing of tenant's by undertaking home visits.

#### Property inspections

Link Wentworth conducts a minimum of one (1) home visit in any 12-month period. Home visits are valuable for both tenants and Link Wentworth as they assist in identifying the following:

- the condition of the property and any safety concerns
- repairs and maintenance issues
- any support needs of the tenant or residents
- any tenancy or neighbourhood issues.

#### Reason, frequency and notice period of visits

The following table outlines reasons why Link Wentworth may visit a home and the required notice period.



Reason for Access	Maximum Frequency	Minimum Notice
To inspect the home	4 times in any 12-month period	7 days written notice
To value the home	1 time in any 12-month period	7 days written notice
To carry out or assess the need for necessary repairs or maintenance that is not urgent	As required	2 days' notice each time
To carry out or assess the need for work to meet health and safety obligations	As required	2 days' notice each time
To show the home to prospective tenants	A 'reasonable' number of times in the 14 days before the tenancy agreement ends	'Reasonable' notice each time
To show the home to prospective buyers	2 times in any period of a week	<ul style="list-style-type: none"><li>• Before first showing: 14 days written notice of intention to sell, then</li><li>• Before each showing as agreed, otherwise 48 hours' notice each time</li></ul>
Link Wentworth Property Assessment Survey (PAS)	1 time every 3 years	7 days written notice
LAHC Property Assessment Survey (PAS) (Capital Properties Only)	1 time every 3 years	7 days written notice
LAHC Property Assessment Survey (PAS) QA Inspection (Capital Properties Only)	1 time every 3 years (but only if a LAHC PAS has been conducted recently)	7 days written notice
In an emergency	Unlimited	None - a tenant's home can be entered without consent or notice
In accordance with an order from NCAT	Unlimited	As per the NCAT order
If the property has been abandoned	Unlimited	Not required
If there are serious concerns about the health and safety of the tenant or household members	Unlimited	A reasonable attempt to contact the tenant to gain consent must have been made

Link Wentworth will endeavour to obtain consent from the tenant to access their home. Should access be declined by the tenant, Link Wentworth may make an application to the NSW Civil Administrative Tribunal (NCAT) requesting an access order.

## 5. Definitions

NCAT is the NSW Civil and Administrative Tribunal. NCAT is responsible for deciding tenancy disputes.

## 6. Legislative or other applicable framework

- *Residential Tenancies Act, 2010*

## 7. Complaints and appeals

A tenant or applicant who is not happy with a decision made by Link Wentworth or who believes that Link Wentworth has not followed policy can provide feedback or appeal a decision using the complaints and appeals policies. If you have experienced service excellence, we would also love to hear from you. You can provide feedback at [www.linkwentworth.org.au](http://www.linkwentworth.org.au), by phoning Link Wentworth on 9412 5111 or 4777 8000 or by emailing [feedback@linkwentworth.org.au](mailto:feedback@linkwentworth.org.au).

## 8. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Before releasing any information relating to the subject matter of this Policy, first refer to the Link Wentworth Privacy Policy and/or seek guidance from a member of the Executive Leadership Team or Head of Legal.

## Approval, Policy Owner and Review Frequency

*This Policy is subject to change at the discretion of Link Wentworth*

Policy type:	Management Level
ELT owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	ELT Member
Review Frequency:	Every two years or more frequently if circumstances warrant.

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Approved by – Chief Customer Officer