

Occupancy of Property Policy (QLD)

1. Purpose

This document defines HOME in PLACE (Queensland) Limited (HOME in PLACE QLD)'s approach to occupancy of HOME in PLACE properties including tenant(s) occupancy, additional occupants and visitors.

2. Scope

This policy applies to all tenants and household members of HOME in PLACE QLD properties.

This policy applies to HOME in PLACE entities. References to HOME in PLACE in this policy refer to all HOME in PLACE companies unless specified otherwise.

The policy applies to all workers, directors and members of HOME in PLACE decision-making committees and advisory bodies. The policy applies to third parties engaged to carry out activities on behalf of HOME in PLACE if stipulated by agreements.

3. Policy Statement

HOME in PLACE QLD recognises that social and affordable housing is a limited resource and in high demand. HOME in PLACE QLD expects tenants to live in their property in accordance with the obligations of their tenancy agreement.

HOME in PLACE QLD recognises the changing needs of tenants in relation to their tenancy and the property they live in. HOME in PLACE QLD is committed to addressing the changing needs of tenants and will endeavour to meet their needs in the most appropriate way.

Personal Occupancy

It is an implied term of the tenancy agreement that the tenant(s), including joint tenants, will personally occupy the property at all times. If a tenant(s) is required to be away from the property for more than eight (8) weeks they must notify HOME in PLACE QLD and apply for approval to be absent from the property. More information regarding absences from property can be found in the POL-5025-36 Absence from Property Policy (QLD).

Visitors

A visitor is a person who temporarily stays at the property at the invitation of the tenant. Visitors can stay for a maximum of twenty-eight (28) days only. If the tenant wants the visitor to stay longer, the tenant must apply to HOME in PLACE QLD for approval to extend the stay, HOME in PLACE QLD will only consider extensions in exceptional circumstances. If the tenant allows the visitor to remain at the property for longer

than twenty-eight (28) days without approval, the tenant may be in breach of their tenancy agreement for allowing unauthorised occupant(s) to reside at the property.

Additional Occupant(s)

Tenants are allocated properties based on their household size and are charged rent based on the combined household income. When a tenant signs a tenancy agreement the agreement states the maximum number of people who can occupy the property. This number is based on several factors relative to the type and location of the property, including health and safety issues, household composition including age and gender of household members.

Application for Additional Occupant(s)

When a tenant wants to add an additional person to their household, they are required to complete a FOR-048 Request for Additional Occupant form and submit this to HOME in PLACE QLD before the person moves into the property. The application must include income details for the proposed additional occupant(s).

Assessing Application for Additional Occupant(s)

HOME in PLACE QLD will assess applications for additional occupant(s) fairly and transparently. The assessment of applications will consider:

- The tenant's rent and non-rent accounts are up to date;
- Approval of the application will not cause overcrowding;
- The proposed additional occupant meets the criteria to live in social housing;
- The proposed additional occupant does not have a poor record of tenancy with HOME in PLACE QLD or another housing provider;
- The proposed additional occupant is not an unsatisfactory former tenant or ineligible former tenant;
- The proposed new household composition is suitable for the type of property;
- The proposed additional occupant does not owe money to HOME in PLACE QLD from a previous tenancy, or has made acceptable arrangement to repay the debt;
- The proposed additional occupant has finalised any current tenancy they have with another social housing provider.

Approval of Additional Occupant(s)

If the application for the additional occupant(s) is approved HOME in PLACE QLD will:

- Notify the tenant in writing outlining their responsibilities for the additional occupant;
- Recalculate the rent based on the household income.

Declining the Application for Additional Occupant(s)

If, based on the information available, HOME in PLACE QLD declines the application for additional occupant(s) HOME in PLACE QLD will:

- Inform the tenant in writing;
- Provide reasons for declining the application; and

- Provide information on HOME in PLACE QLD appeal process.

Unauthorised Occupants

If the tenant does not apply in writing for approval to house an additional occupant(s), and HOME in PLACE QLD has reasonable grounds to believe there is a non-approved occupant(s) living at the property, HOME in PLACE QLD will give the tenant 14 days to submit an application for the person(s) to become an additional occupant or move out of the property. If the tenant does not submit an application or the unauthorised person does not leave the property, HOME in PLACE QLD may cancel the tenant's rent subsidy and they will be charged market rent.

Household Members Vacating the Property

Tenants are required to notify HOME in PLACE QLD if there is a change in the household. This includes circumstances where a joint tenant separates, a joint tenant passes away or any approved household member leaves the property.

The remaining tenant must provide evidence of the change, this type of evidence can include:

- A letter from the Department of Housing confirming the person has been removed from the housing application if in transitional housing;
- A tenancy agreement in the name of the vacated tenant;
- Recent utility or telephone bills in the name of the vacated tenant;
- Driver's licence or government issued Photo Card (ID card) with the address;
- Complete a Housing Statement with a Tenancy Relations Officer

When confirmation is received HOME in PLACE QLD will recalculate the rent based on the remaining household income and advise the tenant of any change in rent payments.

Review of Decisions

If a tenant does not agree with a decision HOME in PLACE QLD has made, they should first discuss this with a Tenancy Relations Officer. If the tenant is still dissatisfied, they have the right to lodge an appeal for a formal review of the decision. Appeal Request forms are available on the HOME in PLACE QLD website or by contacting a HOME in PLACE QLD branch.

4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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