

POLICY 1.11 ENTRY TO PROPERTY

OVERVIEW

You are entitled to 'reasonable peace, comfort and privacy' in your home.

This policy outlines when ILV (we, us, our) may enter your property.

It applies to all residents in ILV properties and all tenancies managed by ILV (we, our, us).

WORD LIST

Tenancy Tribunal: An independent body which deals with certain kinds of disputes between landlords and tenants.

In NSW it is the NSW Civil and Administrative Tribunal.

POLICY

Sometimes we might need to visit and/or enter your property. Where possible we will tell you about the visit and get your agreement (consent) beforehand.

We may enter your property:

- To do a property inspection
- To do repairs or maintenance
- For other reasons

PROPERTY INSPECTIONS

We will inspect your property at the start of your tenancy and at least once a year.

We will contact you and make a time to visit that suits you (Monday – Friday). We will give you at least 7 days' notice.

REPAIRS

We may need to enter your property to do repairs or maintenance.

- **Repair is not urgent:** We will contact you and make a time that suits you (we will give at least 2 days' notice)
- **Repair is urgent:** We may need to enter your property without your prior agreement and without telling you in advance.

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OTHER REASONS

We may visit and/or enter your property for a number of reasons.

We may enter with your agreement:

- If we think there may be some issues with your tenancy, and we want to talk with you about it
- You invite us or agree to us visiting (give consent)

We may enter without your prior agreement or telling you in advance:

- In an emergency
- If we have serious concerns about your health and safety (and we can't contact you)
- If we think you have left (abandoned) the property
- If we have orders from a Tenancy Tribunal that say we can enter.

We may enter without your prior agreement (but will tell you in advance):

- If we need to show the property (for example if you are moving out and we want to show the property to a possible new resident).

IF YOU DON'T LET US VISIT?

If we ask to enter your property and you do not let us, we can apply to the Tenancy Tribunal to let us access your property.

RELATED POLICIES, LEGISLATION OR OTHER RESOURCES

Legislation and Guidelines

- Applicable tenancy legislation
 - Residential Tenancy Act 2010 (NSW)
 - Residential Tenancies Regulation 2019 (NSW)

Resources

- Tenanhelp Tenanhelp.com.au (State specific information for tenants)
- Disability Housing Information line 1800 843 929 or email housinginfo@pwd.org.au Information for people living in SDA properties and their supporters

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