

## FACT SHEET: Access to Your Property

HFHA respects your right as a tenant to enjoy peace, comfort and privacy in your property. The *Residential Tenancies Act 2010* sets out specific reasons for when you must allow HFHA staff access to your property.

### Why will HFHA staff or contractors access my property?

The most common reasons that HFHA may access a property includes a property inspection, completing a repair, undertaking maintenance and complying with health and safety obligations (such as fire safety checks).

#### Wellbeing approach

HFHA believes our role is more than just a landlord, we want to ensure that you have access the services you need to sustain your tenancy and enhance your wellbeing.

Your Housing Manager will arrange a wellbeing check including a property inspection within eight weeks of starting a tenancy and at least once a year after.

Our wellbeing check and property inspection process is an opportunity for you to raise any maintenance or tenancy issues and for the Housing Manager to assess the general condition of the property.

You are welcome to ask the Housing Manager to inspect the property more often if you have concerns about any particular maintenance issue.

You can ask your Housing Manager to help you identify and apply for local services to assist you with any health or wellbeing needs you have.

If staff have concerns for your health and safety and cannot get in contact with you, they may carry out a welfare check. Staff will always try to contact you by phone or email first. If they cannot contact you, HFHA staff will come to your home to check that you are well. If there are serious concerns about your welfare, HFHA may contact emergency services.

#### Health and Safety

Health and safety checks such as fire safety checks are carried out by approved HFHA contractors. It is important that you allow access for these checks.

#### Repairs and maintenance

After you have reported the repair to HFHA, the contractor will usually contact you directly to arrange access to carry out the repair.

Alternatively, HFHA may send you a letter stating that it needs to access your property to carry out an inspection or repair. This letter will confirm the time, date and appointed contractor who will be attending. In most instances the contractor will contact you directly to arrange an appropriate time.

HFHA undertakes regular inspections of the properties it owns and manages to ensure they comply with

the safety and quality standards and to identify potential maintenance issues. At a minimum you can expect:

- A **technical scope** of your property will be undertaken every three years. These scopes inform and prioritise our ongoing maintenance program.
- You may also be contacted about the need for a **Property Assessment Survey** inspection on your home. This is a detailed inspection of the property that captures information about its safety and physical condition.

#### What if I do not agree to HFHA staff or contractors accessing my property?

It is important that you discuss this with your Housing Manager. If the access is required for the reasons set out in the *Residential Tenancies Act 2010*, and you still refuse, then your Housing Manager may need to go to the NSW Civil and Administrative Tribunal (NCAT) to gain access to your property. The NCAT would grant a Specific Performance Order (Access) to authorise staff to enter your property and attend with a locksmith where necessary.

#### Notice period for access and frequency of visits

Reasons why HFHA may need access to your property	Number of times that HFHA can undertake this type of visit	The amount of notice that HFHA must give to tenants
To undertake a property inspection	Four times in a 12 month period	At least seven days (plus four days postage) <b>written</b> notice for each occasion
To complete an urgent repair(s) (urgent repairs are defined by the <i>Residential Tenancies Act 2010</i> )	None	Unlimited
To complete a non-urgent repair(s), carry out maintenance and pre and post repairs inspections	Unlimited	At least two days notice for each occasion
To comply with health and safety obligations (for example: smoke alarm testing, fire safety checks, electrical inspections, gas safety inspections, pest inspections, termite inspections)	Unlimited	At least two days notice for each occasion
In an emergency	Unlimited	Unlimited. A tenant's home can be entered without consent and without notice

To value the property	One time in any 12 month period	Seven days <b>written</b> notice (plus four days postage) each time
To show the property to a prospective tenant	This is only permitted in the last 14 days before the existing tenancy is due to end	As agreed
To show the premises to a prospective buyer	Two times in any period of a week	Before first showing: 14 days (plus four days postage) <b>written</b> notice of intention to sell, then before each showing: as agreed, otherwise 48 hours each time
If HFHA has tried to contact the tenant, has been unsuccessful, and has good reason for serious concern about the health or safety of the tenant or other occupants	Unlimited	A reasonable attempt to gain consent must have been made
If HFHA has good reason to believe the property has been abandoned	Unlimited	Unlimited. A tenant's home can be entered without consent and without notice
In accordance with a NSW Civil and Administrative Tribunal Order	Unlimited	As determined by the NCAT

Note: With a tenant's consent, HFHA and/or its agents may enter a tenant's home at any time. An example of this would be a tenancy support visit.