

| DATE OF REVIEW | AUTHORISED SIGNATURE |
|----------------------------|-----------------------------|
| See Version Tracking Table | |

TITLE: **04.20 Housing Services Additional Occupants & Visitors Policy**

SCOPE: RQ Tenants & Visitors

POLICY: RQ respects the right of its tenants to have visitors stay with them at their property.

PURPOSE: The purpose of this policy is to identify the circumstances under which tenants may have additional occupants reside / stay in their home. RQ aims to provide a safe and peaceful housing environment for its tenants and near-by communities. Tenants are responsible for ensuring that members of their household and visitors to their property meet the standard of behaviour required by RQ under the General Tenancy Agreement. Prior approval is to be sought from RQ before new people join the household or visitors who stay more than four weeks. The income of all people living in the household including visitors who are staying more than 28 days is to be declared for rent purposes.

DEFINITION/S: RQ – Roseberry Qld
 General Manager also refers to Acting General Manager
 Staff refers to all paid and unpaid workers
 RTRAA – Residential Tenancies and Rooming Accommodation Act 2008
 LTCH – Long Term Community Housing
 EEH – Employment and Education Housing
 CMSU – Community Managed Studio Units
 CAP – Crisis Accommodation Program

PROCEDURES: **04.20.01 LTCH and EEH**

Additional Occupants

1. An additional occupant is a person who was not a member of the household at the beginning of the tenancy. Any person staying more than three nights a week is considered an occupant for rent purposes.
2. Tenants must apply to RQ before allowing additional people to join their household. The RQ Housing Services Application for Additional Occupant/s Form will be provided to tenants to complete when RQ is notified.
3. In most cases RQ will approve applications for additional occupants if:

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- a) It does not cause severe overcrowding,
 - b) The additional occupant does not have a poor record of tenancy with RQ,
 - c) The inclusion of the additional occupant/s will not pose a threat to the sustainability of the tenancy, and
 - d) RQ is reasonably satisfied that nuisance will not occur by allowing the person as an additional occupant.
4. If RQ approves the application, the new person will be an approved member of the tenant's household. RQ will request information and re-calculate the rent based on the new household income as per the 04.07 Housing Services Rent Setting and Rent Review Policy.

Unauthorised Occupants

1. An unauthorised occupant is a person living in a RQ dwelling who has overstayed the period allowed for visitors and has not been approved to join the household. If a tenant has additional occupants living in a dwelling without the permission of RQ they are breaching the conditions of their tenancy
2. If RQ is provided information that there is an unauthorised occupant in a dwelling, RQ Housing Officers will contact the tenant and check that the occupants living in the home are the same as those nominated on the tenant's agreement. If RQ identifies unauthorised occupants, RQ Housing Officers will request the tenant apply (RQ Housing Services Application for Additional Occupant/s Form) to have the person/people added as an occupant or provide a date which the unauthorised occupant/s must leave the residence.
3. If the tenant does not respond or apply for the addition occupant to be permitted to reside, RQ Housing Services will issue a Notice to Remedy Breach and RTRAA process will be followed.

Visitors

1. A visitor is a person temporarily hosted by the tenant or tenant's household for a period of up to 4 weeks. If a tenant wants their visitor to stay for longer than 4 weeks, the tenant must apply for the visitor to be approved as an additional occupant using the RQ Housing Services Application for Additional Occupant/s Form.
2. In general, tenants do not need RQ approval to have a visitor stay with them for up to 4 weeks. However, RQ prefers to have at least the visitors name and the length of visit provided to them in case of an emergency and to monitor the length of stay.

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December 2020

Page | 2

Breaches of the Tenancy Agreement by household members/occupants and Visitors

1. Tenants are responsible the behaviour of their household members/occupants and visitors. Tenants, members/occupants and visitors must adhere to all the obligations of the tenancy agreement. If household members/occupants or visitors cause damage it is the responsibility of the tenant to pay for repairs.
2. Any Breach in the tenancy agreement will result in an Notice to Remedy Breach being issued. Continuous breaches will result in the termination of the tenancy, adhering to the RTRAA process.

04.20.02 CAP and CMSU

1. Generally additional occupants are not allowed due to the size of the properties and the nature of the funding for the program, however RQ will consider applications for additional occupants on a case by case basis.
2. Visitors are allowed to stay no more than 2 nights unless prior approval is granted. Residents of Roseberry House/Jacks House shelters are not allowed to stay overnight.

ACCOUNTABILITY: RQ Housing Officers and Manager
RQ General Manager

EVALUATION METHOD: Annual Tenant Satisfaction Surveys
Annual External Agency Survey
Complaints and Appeals Review
RQ End of tenancy exit interview
RQ Tenants meetings

OTHER RELATED POLICIES / DOCUMENTS: RQ Tenancy Management Policies and Procedures
Tenant Information Kit
RTA Form 11 Notice to Remedy Breach
RTA Form 12 Notice to Leave
RTA Form 16 Dispute Resolution Request
RTA Form 17a Renting a house or unit in Queensland
RTA Form 18a General Tenancy Agreement
RQ Housing Services Application for Additional Occupant/s Form
04.07 Housing Services Rent Setting and Rent Review Policy.

| Policy Review and Version Tracking | | | | |
|------------------------------------|---------------|------------------------|-------------|---------------|
| Review | Reviewed Date | Policy Amended: Yes/No | Approved By | Date Approved |
| 1 | 24/05/2018 | Yes | RCS Board | 05/06/2018 |
| 2 | November 2018 | No | N/A | N/A |
| 3 | 16/03/2020 | Yes | RQ Board | 27/06/2020 |
| 4 | December 2020 | No | N/A | N/A |

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