

CLIENT SERVICE VISITS POLICY



Purpose

Affordable Community Housing Limited (ACHL) may conduct a visit to a tenant's property in accordance with the requirements for property inspections in the Residential Tenancies Act 1987. This document outlines ACHL's policy on obtaining access to and visiting tenants's properties.

Tenant visits are beneficial to both tenants and ACHL, as they enable ACHL to:

- Help sustain tenancies and maintain properties
- Identify and keep up to date with tenancy management needs
- Update the property inspection report on the condition of the property
- Discuss maintenance issues, including long-term plans for the property
- Confirm who is living at the property
- Identify issues or problems a tenant may be experiencing with their tenancy
- Identify if the tenant needs support to live independently or needs to be linked to a support service
- Build a positive relationship with the tenant that

facilitates effective communication and responsible tenancy.

ACHL access to the property

The first visit is to be carried out within six weeks of the commencement of any new tenancy, including transfers. After this initial 'welcome' visit, ACHL staff may enter the residential premises only in the following circumstances:

- In an emergency, including entry for the purpose of carrying out urgent repairs (no notice is required)
- To carry out necessary repairs, if the tenant is given two days' notice on each occasion (two days' notice is required)
- To inspect the premises (seven days' notice is required)
- At other times with the consent of the tenant. If there is good reason for ACHL to believe the premises are abandoned (no notice is required)
- If the Consumer, Trader & Tenancy Tribunal so orders (as specified in the order)

Other guidelines for tenant visits include:

- No more than four visits may be conducted in any one year, including the initial visit after the commencement of tenancy
- ACHL will contact the tenant beforehand to advise of the intended visit and to make arrangements; where possible, we will try to visit at a time that is convenient to the tenant.
- Notice to the tenant does not have to be in writing. However, ACHL will send a letter requesting an appointment for property inspections, as a matter of courtesy
- Access to the property will only be between 8am and 8pm, Monday to Saturday, not including public holidays.
- ACHL staff will carry identification on all visits and produce this on request
- ACHL staff will conduct themselves in a professional, courteous and respectful manner, mindful of the fact that they are visiting the tenant's home

If a tenant refuses access

When ACHL has requested access to the property as set out above and the tenant refuses access, an application for an access order may be made to the Consumer, Trader and Tenancy Tribunal (CTTT).