



ADDITIONALS VISITORS FACTSHEET

Changes to Your Household

Telling us about changes to your household ensures our records are correct and that you receive the right rental assessment according to the number of people living in the property and their income.

What type of changes should I tell ACHL about?

You should tell us about the following changes relating to you or anyone in your household:

- The number of people living in your home, for example, the birth of a child or someone moving into or out of your home
- Anyone staying consistently and regularly in your home
- Anyone who is temporarily staying in your home for longer than 28 days
- Changes to your household income, for example someone starting work, a change in Centrelink benefit, someone stopping work
- Anyone in your household who becomes self-employed or starts their own business
- Any new assets, savings, shares or dividends
- Any new property ownership or inheritance
- Any lump sum payment received e.g. a workers compensation or insurance payment.

How do I tell ACHL about these changes?

You need to write to us about changes to your household. Depending on the type of change, you can send us a letter or fill out an ACHL form available at our offices or on our website.

Please tell us about any changes as soon as you know about them. In some cases you may need to ask our approval before a change occurs, such as if you want someone new to live with you at your property (an additional occupant).

Visitors and Additional Occupants

A visitor is someone temporarily staying with you in your property for up to four weeks (28 days). If you want your visitor to stay for longer than four weeks, you must apply to ACHL for an extension of visiting time (up to a maximum of six weeks). Visitors do not need to pay rent and you are responsible for their behaviour.

If you want your visitor to stay for longer than six weeks, you must first apply to ACHL for approval for them to become an additional occupant of your household.

ACHL may approve an additional occupant if:

- They meet the criteria to live in social housing, are not an ineligible or unsatisfactory former tenant and do not owe money to ACHL
- ACHL is satisfied approval will not result in nuisance or annoyance or cause overcrowding (You cannot apply for a transfer based on overcrowding due to the additional occupant)
- The new household composition is suitable for the type of property e.g. senior communities
- Your rent account is up to date

When applying, you must submit a new rental subsidy application and provide all income details relating to the additional occupant/s. If we approve the application, we will re-calculate your rent subsidy based on the new household income.

We will notify you in writing about our decision within 21 days of your application. If the application is declined, you may appeal the decision.

If you do not apply in writing for approval to house an additional occupant, ACHL may cancel your rental subsidy. You may be required to pay market rent until you provide income details for each member of your household and submit an application for an additional occupant.

Where can I get more information?

For further details or answers to any questions, please visit or call your local ACHL office:

ACHL Silverwater: (02) 8622 1500

ACHL Bankstown: (02) 8760 8500

Website: www.achl.org.au

Providing secure, affordable housing to those most in need.

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