

TENANT VISITS AND ACCESS TO PROPERTY FACTSHEET



Affordable Community Housing Limited (ACHL) will visit your property from time to time for property inspections, repairs and maintenance, as set out in the Residential Tenancies Act 1987. The visits enable us to keep up to date with tenant and property management needs.

- An ACHL staff member will visit your home within the first six weeks your tenancy.
- The purpose of this welcome visit is to ensure you are satisfied with your tenancy arrangements and to identify any issues we can help you with.
- No more than four visits will normally be conducted in a year, including the first visit after you move in.
- ACHL will contact you before each visit to arrange a convenient time. Notice does not need to be in writing.
- Visits will only take place between 8am and 8pm, Monday to Saturday, not including public holidays.
- ACHL staff will carry and produce identification when requested, and will be mindful that they are visiting in your home.

Under what circumstances may ACHL need access to my property?

ACHL follows the guidelines of the Residential Tenancies Act regarding visits and access to tenanted properties. ACHL staff may only enter your home in the following circumstances:

- In an emergency, including to carry out urgent repairs (no notice is required in this case)
- To carry out necessary repairs (we will give you two days' notice on each occasion)

- To inspect the premises (we will give you seven days' notice of each visit)
- If there is good reason for ACHL to believe the premises are abandoned (no notice is required)
- If the Consumer, Trader and Tenancy Tribunal orders (entry will be as specified by the order)
- At other times with your consent.

If you refuse access to your property, ACHL may apply to the Consumer, Trader & Tenancy Tribunal for an access order.

Where can I get more information?

For further details or answers to any questions, visit or call your local Affordable Community Housing Limited 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.

Unit 6, 63-79 Parramatta Rd, Silverwater NSW 2128 Phone: 02 8622 1500 Fax: 02 8622 1599 Web: www.achl.org.au