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CITY WEST
HOUSING

APPROVED ABSENCES POLICY

HOUSING SERVICES



LIVE. WORK. LOCAL.



It is the responsibility of the user of this document to ensure that only the current version is being used. City West Housing Pty Ltd may amend this document at any time.

DOCUMENT AND AMENDMENT HISTORY

VERSION NUMBER	DATE	SUMMARY OF CHANGES
1.0	25/09/19	First publication

This document can be downloaded from www.citywesthousing.com.au.

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1. PURPOSE

There may be times when you need to be away from your home. City West Housing (CWH) understands that. If you will be away for between six to twelve continuous weeks you need to let CWH know. CWH needs to make sure there is a plan for each tenant to return on a specific date, for rent and water charges to be paid and for the property to be cared for while you are away. You should also let us know when you are away in case you are eligible for reduced rent.

2. WHAT MAY CWH GIVE APPROVAL FOR?

If you will be away for any of the following:

- caring for sick or frail family members;
- hospitalisation;
- institutional care;
- nursing home care or rehabilitation;
- escaping domestic violence, harassment or threats of violence;
- employment;
- education or training; or
- going to prison.

3. WHAT ELSE DOES CWH NEED TO KNOW?

We will approve your absence from your home if we are satisfied that: You have made arrangements to pay your tenancy charges, such as rent and water usage, while you are away the property will be adequately cared for and you have appointed an agent to act on your behalf while you are away (the agent must be over 18 years of age).

4. AM I ELIGIBLE FOR REDUCED RENT?

If you do not have access to an income or if your income is being used to pay fees for institutional care, nursing home care, hospitalisation, rehabilitation or a refuge, CWH will reduce the tenant's rent payments to \$10 per fortnight.

The tenant will need to provide evidence of fees and or income reduction.

All water charges will need to be paid in full.

Extended absences beyond three months will be considered in exceptional circumstances.

If you don't return to your home when you say you will or if you don't let us know, CWH may take action to end your tenancy.

CWH will not approve combined absences of more than 12 months in a 5-year period.