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**CITY WEST**  
HOUSING

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# VISITORS AND ADDITIONAL OCCUPANTS

OPERATIONAL POLICY



**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	18 August 2021	Policy created

This document can be downloaded from [www.citywesthousing.com.au](http://www.citywesthousing.com.au)

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## 1. PURPOSE

The purpose of this policy is to outline how City West Housing (CWH) will manage visitors and additional occupants residing in CWH properties.

## 2. SCOPE

This policy applies to all properties owned and managed by CWH.

## 3. POLICY PRINCIPLES

CWH recognises that the needs of our residents change and that this change may be planned or unexpected. This Policy sets out how CWH will seek to accommodate changes in household composition so that it can continue to meet the needs of our residents as appropriately as possible.

## 4. VISITORS

A visitor/s is defined as people or persons who have been invited by the tenant to stay in the tenant's home for a period of up to 28 consecutive days. The tenant is not required to advise CWH of this arrangement and CWH will not charge the tenant additional rent for this period. Such visitors do not include relatives, carers or partners who normally reside with the tenant for no more than three nights per week and must be able to show that they have a permanent residence elsewhere.

If the tenant wishes for a visitor to stay more than 28 days consecutively, the tenant must ordinarily request this from CWH at least five days before the 28 days has expired. Approval will only be granted in exceptional circumstances. A visitor may only stay with the tenant for a total of 56 days in any calendar year.

Where the tenant allows a visitor to remain in the home beyond the 28 days, the visitor may be deemed an unauthorised occupant and the tenant will be in breach of their Residential Tenancies Agreement.

## 5. ADDITIONAL OCCUPANT/S

On occasion, a tenant might want an additional person/s to live at their home for an extended period or on an ongoing basis. If this is someone who is not currently a declared occupant, then the tenant must request permission from CWH for the additional person to move in. They must provide the full name of the additional occupant, date of birth and relationship as well as their income details.

When making a determination on whether the additional person can move in, CWH will consider issues such as the following:

- Whether the current rent and non-rent accounts are in arrears;
- The proposed additional occupant does not owe money to CWH or have a poor tenancy history with CWH or another community or public housing provider;
- The proposed new household composition will not cause overcrowding or make more likely nuisance and annoyance to neighbours.

## 6. NOTIFYING THE TENANT OF THE OUTCOME

Where an additional occupant is approved, CWH will confirm in writing within ten days of the request being submitted. The notification will include a recalculation of the tenants rent.

Where the request is declined, the tenant will be advised within ten days and the unauthorised occupant will be required to leave the property immediately.

Where a tenant allows the person to remain, they will be considered to be housing unauthorised occupants and will be in breach of their tenancy agreement. Any rental subsidy tenants receive may be cancelled and their rent may be increased to market rent.

## 7. APPEALS

This Policy is appealable.

## 8. RELATED RESOURCES

- CWH Rent Policy
- NSW Residential Tenancies Act 2010

## 9. POLICY APPROVAL



Mark Reader  
Head of Housing Services  
18 August 2021