

Changes to a Household

Purpose

This policy explains Bridge Housing's approach when there is a change in the number of people living in a household.

Scope

This policy applies to all tenants of Bridge Housing.

Policy overview

Bridge Housing tenants are provided with a rental subsidy calculated on the basis of their household income. Tenants are required to tell Bridge Housing of any changes in their household. If someone joins or leaves the household, the tenant must advise Bridge Housing and provide updated details, including revised income.

Policy

Tenants are responsible for informing Bridge Housing of any changes in their household. Where a tenant fails to do so, they are breaching the conditions of their Residential Tenancy Agreement.

Tenants need to notify Bridge Housing of any changes to their household within 28 days of the person joining the household. Bridge Housing will review the suitability of adding an additional person to a household and provide a decision to the tenant in writing. In most circumstances, Bridge Housing will approve additional occupants except when it leads to overcrowding or it doesn't meet the allocation requirements of the property. Additional occupants who have been part of a household for more than 28 days must be included on an [Application for a Rental Subsidy](#) and their income included when assessing the tenant's rent.

Bridge Housing tenants can have a visitor for up to 28 days at any one time. A visitor is not required to pay rent during this time. The person is viewed as an additional household occupant after 28 days. The tenant will then need to provide an additional person information form and personal identification for any new household members including evidence of income if over the age of 18 years.

Factors that affect a change in household

Tenants are allocated a property based on their household size at the time of allocation. Bridge Housing acknowledges that circumstances can change and can result in changes to a household, either by an addition of a household member or the departure of a household member.

Changes in income and rent

The tenant will need to advise Bridge Housing and provide identification details of the new household member and proof of income for any person over the age of 18 years. Bridge Housing will then recalculate the tenant's rent and water charges and update the household details for the tenancy.

Breaches of the Residential Tenancy Agreement

In signing the Residential Tenancy Agreement, the tenant has agreed that they understand their rights and responsibilities under *the Residential Tenancies Act 2010*. If a tenant refuses to provide details of any changes of those living in their household, they are in breach of their Tenancy Agreement. Bridge Housing can apply to the NSW Civil and Administrative Tribunal (NCAT) for a breach order against the tenant for exceeding the occupancy of the property as listed in the agreement and can also remove the tenant's eligibility for a rental subsidy.

Other situations that can lead to breaches against a Tenancy Agreement include:

➤ Unauthorised occupants

An unauthorised occupant is a person living in a Bridge Housing property who has not been identified as a member of the household. Since tenants are provided with a rental subsidy calculated based on their household income, they have a responsibility to inform Bridge Housing of any changes in their household. If a tenant has an additional occupant living in their property and has not informed Bridge Housing or refuses to add the person to the household, they are breaching the conditions of their Tenancy Agreement. Bridge Housing will advise the tenant and where necessary act through the NSW Civil and Administrative Tribunal (NCAT).

➤ Behaviour of Household Members and Visitors

The tenant is also responsible for the actions of their household members and visitors. This means it is the tenant's responsibility to ensure all household members and visitors respect the right of their neighbours to peaceful enjoyment of their property, not allow their property to be used for illegal purposes or cause nuisance to other neighbours. Bridge Housing cannot intervene if a tenant wants a member of the household removed. This is a Police matter.

➤ Subletting

Bridge Housing does not allow tenants to sublet, take in boarders or set up a share house in a Bridge Housing property.

➤ Illegal Occupant

If the tenant has left the property and a person remains in the property, Bridge Housing will apply for a possession order through the NSW Civil and Administrative Tribunal (NCAT).

➤ Squatting

A squatter or trespasser is a person who occupies a Bridge Housing property without the consent of Bridge Housing and without the consent of the tenant. Since there is no landlord and tenant relationship between Bridge Housing and a squatter, the NSW Civil and Administrative Tribunal (NCAT) has no jurisdiction.

In accordance with the *Inclosed Lands Protection Act 1901 (NSW)*, Bridge Housing will contact the local NSW Police and request that the Police remove any squatters from dwellings.

Complaints and appeals

This is an appealable policy.

If a tenant is not satisfied with a service provided by Bridge Housing or does not agree with a decision it has made, they can ask for a formal review. To do this, the tenant can complete either an **I want to complain form** or an **I want to appeal form**, details of which appear in the Bridge Housing's Complaints and Appeals Policy. This policy, and a helpful information leaflet, is available from Bridge Housing's office or they can be downloaded from our website www.bridgehousing.org.au.

If a tenant is unhappy with the outcome of an appeal to Bridge Housing, they can lodge a second level appeal with the Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by staff of Community Housing organisations and Housing NSW. For information on the Housing Appeals Committee call 1800 629 794 or go to www.hac.nsw.gov.au.

Related documents

Legislation

- *Residential Tenancies Act 2010*
- *Residential Tenancies Regulation 2010*
- *Inclosed Lands Protection Act 1901 (NSW)*

Documents supporting this policy

- Rent Setting Policy
- Rent Setting Procedure
- **Additional Person Information Form**
- **Allocations Policy**
- Complaints and Appeals Policy

English

If you need help to understand this letter please contact the Telephone Interpreters Service on 131450 and ask them to contact on 8324 0800 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

Simplified Chinese

如果您理解这封信有困难, 请拨打电话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing, 电话 8324 0800。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。要求用您的语言来协助您。

Spanish

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 8324 0800. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

Russian

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 8324 0800. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

Greek

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131450 και ζητήστε τους να επικοινωνήσουν με το 8324 0800 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

Vietnamese

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 8324 0800 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.

Arabic

إذا احتجت إلى مُساعدة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلب منهم أن يتصلوا لك بمكتب على رقم 8324 0800 بدون تكلفة عليك. ويُمكنك أيضا الحضور إلى مكتب Bridge Housing وطلب المساعدة بلغتك.