

VISITORS POLICY

LODGING ACCOMMODATION

Purpose

The purpose of this policy is to outline:

- Accordwest requirements whenever residents have a visitor at their property;
- Consequences for residents who fail to manage a visitor's conduct;
- Actions that may be taken where residents fail to inform Accordwest of long stay visitors and any changes to their household composition.
- This policy covers what action Accordwest may take, support that the organisation can offer, and the responsibilities that residents in lodging accommodation hold.

Definitions

Resident

A person living in a property owned or managed by us.

Lodging accommodation

A property that has two or more bedrooms. You have the right to occupy one bedroom. Communal living areas (e.g. kitchen, lounge, laundry, bathroom etc.) are shared.

Licence to Occupy Agreement

The contract signed between Accordwest and the resident, giving the resident the right to occupy a bedroom and share the communal areas for a defined length of time, and outlining the house rules and responsibilities of both the organisation and the resident.

Visitor

Any person (friends, children, family, associates, partner) who visits a resident in the lodging accommodation.

Guiding Principals

Accordwest:

- has clear and consistent requirements for managing visitors;
- is responsive to residents' changing needs;
- aims to ensure the safety and suitability of its properties;

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- provides residents with opportunities to appeal organisational decisions in order to ensure fair and transparent outcomes;
- upholds accountability and transparency through its record keeping practices.

Our commitments

Accordwest is committed to sustaining an environment that both respects residents' freedom and promotes health, safety and well-being.

Whenever we receive a report that someone has broken this policy, we will deal with matters fairly, confidentially and without delay.

Our approach will include the following.

- The relevant Support Worker will work with the resident(s) in question to generate improved understanding of the house rules regarding appropriate conduct.
- The Support Worker will inform residents that their or their visitor's conduct can result in written warnings, breach notices or immediate eviction depending on the level of breach.
- The Support Worker will promptly meet with all residents and discuss any issues arising.
- The Tenancy Officer will issue the appropriate documentation (warning letter, breach and/or termination notice) within a timely manner.

Policy

Your responsibilities

- A Resident's responsibilities are set out in the Licence to Occupy Agreement and the related house rules applicable to each lodging accommodation property.
- Residents are responsible for their visitors and for ensuring that their visitors always follow house rules. Resident will also be held responsible when a visitor has acted to breach their occupancy agreement, including the costs of any property damage, cleaning, repairs or maintenance work.
- A warning letter, breach notice and/or termination notice (depending on the severity of the breach) will be issued against the resident.

Our responsibilities

- When we receive a report that a resident (and/or their visitor) is breaching the Licence to Occupy Agreement and/or house rules, we will investigate within one working day.
- We will take the appropriate action immediately if we find that a report is justified.

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- The resident's Support Worker will also assist the resident in doing all they can to maintain their Licence to Occupy Agreement.

House Rules

- Accordwest has developed house rules applicable to each lodging accommodation property to make sure that residents are safe and can enjoy their home in peace, and that the accommodation is run effectively.
- All house and general rules (as outlined in the resident's Licence to Occupy Agreement) apply to residents and their visitors, as residents are responsible for the behaviour of anyone visiting them.

General House Rules

- Each lodging accommodation property has general house rules which will be discussed with the resident at the time of considering the accommodation so that the resident can identify if the accommodation is suitable.
- If a resident (including visitors) is found not keeping to the general house rules, a written warning will be issued to the resident and they will be assisted by their Support Worker to put a plan in place to address issues that have arisen.
- If a resident (including visitors) breaks the general house rules again, a breach will be issued.
- If a general house rule is broken for a third time, the Licence to Occupy Agreement will be terminated and the Resident must leave the property within three days.

House Rules Resulting in Immediate Eviction

- If a resident including their visitors breaks any of following rules, Accordwest will end their Licence to Occupy and ask them to leave the lodging accommodation property immediately.
- A resident, and anyone visiting a resident, must not do the following:
 - Possess, use, make, distribute or sell illegal drugs or any associated equipment (e.g. bongs or syringes). This includes prescription medication that has not been prescribed by a healthcare professional.
 - (for all residents over 18) Consume or store alcohol in communal areas on the property.
 - (for all residents under 18) Consume or store alcohol anywhere on the property.
 - Intentionally or recklessly cause or allow serious damage to any part of the property including any of the furniture belonging to the property or any other resident.
 - Cause a danger to any person on the property.
 - Seriously intimidate, be violent or threaten violence.

- Steal property, goods or food in the building or local community.
- Verbally abuse and/or intimidate including (but not limited to) sexual, racial, discriminatory or general harassment towards any person including residents, visitors, staff, neighbours or the general community.

Appeals Process

- Tenants have the right to appeal organisational decisions and to complain about the services that they have received from Accordwest. If you do not agree with any of our decisions or actions, you can appeal using our *Appeals Policy (HHPP006)*.
- Accordwest staff will store any information relating to visitors and/or information relating to appeals/issues/incidents in the tenancy management system.



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Office hours
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If you are deaf, or have difficulty speaking or hearing English,
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres
Strait Islander peoples as the first inhabitants of the nation and
traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest
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