

Visitors & additional occupants



Mission Australia Housing understands that household compositions may change over time and tenants may want additional people such as a partner or carer to come and live in their property either on a short term or long term basis.

In some cases tenants will need to contact Mission Australia Housing (MAH) to seek permission for an additional occupant.

Visitors

A visitor is a person who has been invited by the tenant to temporarily stay at a MAH property for a period of up to 4 weeks (28 days). Tenants do not need to advise MAH if they are having a visitor staying at their property for less than 28 days.

MAH also considers a visitor to be any relatives, carers, children or partners that stay at the property no more than 3 nights per week and have a permanent residency elsewhere.

Tenants will need to provide information of any regular visitors to their property. These visitors will not be charged rent provided that evidence is provided to show that they are permanently residing elsewhere.

Additional occupants

An additional occupant is defined as any person who is staying in a MAH property who is not a member of the household approved at the beginning of the tenancy.

If tenants want another person to come and live in their property, they

must apply to MAH for approval and provide income details for the additional person.

If they do not get approval first, tenants will be considered to be housing unauthorised occupants and will be in breach of their tenancy agreement. This means that any rental subsidy tenants receive may be cancelled and their rent may be increased to market rent.

Applying for an additional occupant

Tenants will need to put any requests to have an additional occupant in writing and supply new income details for all members of the household plus the additional occupant.

When applying for an additional occupant to reside at the premises, the tenant and the person applying need to understand that:

- The rent will probably change when an extra person moves into the property.
- If having an additional occupant causes overcrowding, tenants must accept this.
- Requesting an additional occupant is not usually grounds for requesting a transfer to a larger property. MAH will generally

not approve the request for an additional occupant if it will cause severe overcrowding.

- If the additional occupant is a former tenant, the application may not be approved if there were any issues regarding their previous tenancy such as an outstanding debt or if the tenancy was terminated due to a breach of tenancy.
- If the current tenant is in rent arrears or has an outstanding non-rent debt, the application may not be approved until the arrears have been cleared.

Unauthorised occupants

An unauthorised occupant is a person/s who is staying at a MAH property longer than the allowed timeframe of 28 days allowed for a visitor and who has not been approved to be an additional occupant.

Tenants who are housing unauthorised occupants may be committing Rental Fraud by not declaring the income of all persons residing in the property and may have their rental rebate cancelled.

For more information regarding MAH's visitor policy and additional occupants policy, please contact your local MAH office or call 1800 269 672.

If you require assistance in another language please contact Translating and Interpreting Service (TIS) National on 131 450.