

# Easy Read Visitors and Extra Persons



Access 2 Place wrote this information.

When you see the words '**we**' or '**us**' or '**A2P**' it means Access 2 Place.

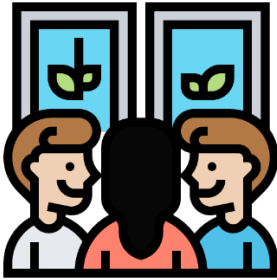


We have written this document in an easy to read way. It has key details from our Visitors and Extra Persons Policy.



You can read this document with your family or a support person. We use pictures to help explain ideas.

## Visitors



A **Visitor** is someone who comes to your home for a while to spend time with you, before they go home again.



A visitor might stay for a few hours, days or even a few weeks if you want them to.



A visitor cannot stay for more than 12 weeks.



A visitor will go back to their home after they visit you.



A2P tenants are allowed to have visitors, you do not need to ask permission from A2P.

A2P tenants are responsible for their visitors and what their visitors do. For example:



- If a visitor breaks something at the home (like a window), the tenant is responsible for this – including repair costs.



- If a visitor is upsetting the neighbours, the tenant is responsible for this.



Rent stays the same if you have a visitor.

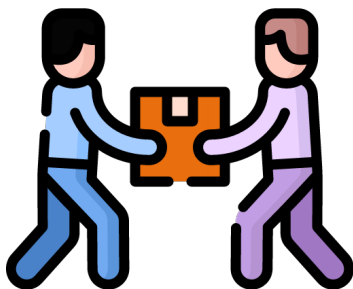


If a visitor stays more than 12 weeks then they are not a visitor anymore, they are an extra person.



Any extra person must be approved by A2P.

## Extra Persons



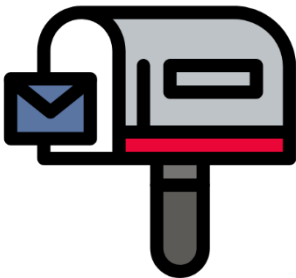
An **Extra Person** is someone who wants to live in your home with you.



An extra person is someone who was not included when you first moved in.



An extra person does not have another home they will return to.



An extra person may be using your address for their mail.



Someone staying at your home for more than 12 weeks may be an extra person.

A2P tenants are responsible for what an extra person may do at the home. For example:



- If an extra person breaks something at the home (like a window), the tenant is responsible for this – including repair costs.



- If an extra person is upsetting the neighbours, the tenant is responsible for this.



A2P tenants are allowed to ask for someone to move into their home with them.



There is more information about this later, in the section “Assessing a request for an extra person”.



Rent may change if an extra person moves in. There is more information about this later, in the section “Changes when an extra person moves in”.

## Asking for an extra person to move in



Any tenant may ask permission from A2P for an extra person to move in.



Before asking us, a tenant may have the extra person stay as a visitor for a while.



This will give both people a chance to find out what living together may be like.



If having the visitor stay is not working out, the visitor will go back home.



A tenant has the right to ask a visitor to leave at any time.



If living together does seem right, the tenant will need to fill out a request form asking for the visitor to stay living there.





Please put in the request form before the visit has reached 12 weeks – about 8 or 9 weeks into the visit is best, or earlier if you want to.



A2P will ask for documents and information about the extra person.



A2P may visit the home for an inspection at this time.

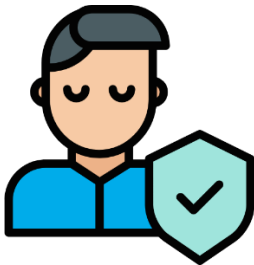
## Assessing a request for an extra person



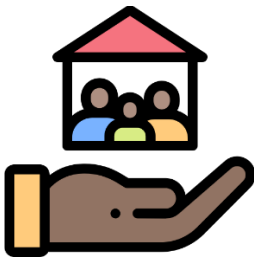
When a tenant asks A2P for an extra person to move in we read the information and think about these things:



- If the tenant wants the extra person to move in.



- If the tenant will be safe and well.



- If any other people already living in the home will be safe and well.



- If the home is big enough for another person to move in.



- If the tenant takes care of the property.



- If the property is suitable for the extra person.

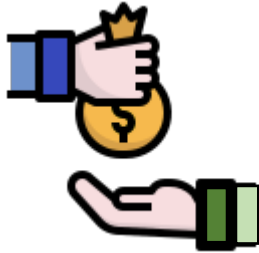


- If we have all the information we asked the extra person to give us.



If the answer to some or all of these is 'no', then we are not likely to allow the extra person to move in.

We also think about these things:



- Does the tenant or the extra person owe money to A2P?



- Does the extra person have a home of their own they could live in?



If the answer to any of these questions is 'yes', then we are not likely to allow the extra person to move in.

More things we think about:



- If the tenant has a guardian or administrator who also needs to give permission, we will talk with them.



- If the extra person is a carer for the tenant.



- If the extra person is asking to bring a pet, is the pet allowed?

## Giving an answer



A2P will think about the request as soon as possible after we receive all the information.



We aim to give you an answer with 14 days.



If it will take longer we will tell you.



If we do not have all the information we will ask for it again.



If we do not have the information we need after 21 days, we will say no to the request.



If A2P says no to the request for any reason the extra person must move out (if they have been staying at the home).

## Changes when an extra person moves in

When an extra person is approved to move in A2P will:



- update the rent, starting from the approval date (see our Easy Read Rent Calculation document for more details).



- write to the tenant saying that the extra person is allowed to move in



- name the extra person on the **Residential Tenancy Agreement** as a person allowed to live there

## Residential Tenancy Agreement



Each A2P tenant has an agreement with A2P to live in the home. This is called a Residential Tenancy Agreement (or RTA).

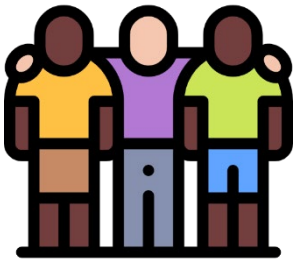


The RTA covers the details of the tenancy (ask to see our RTA Plain English document).





When an extra person moves in we write their name on the RTA as an extra person.



The extra person does not become the tenant. If the tenant moves out the extra person must move too.

## What if the extra person is not approved to stay?



A2P may say no for an extra person to live at the home.



If that happens, the person will have to leave the home as soon as possible.



No one should be at the home longer than 12 weeks without approval from A2P.



If the person does not leave, then the tenant might be breaking their agreement with A2P.



Breaking the agreement with A2P can put a person's tenancy at risk.



A tenancy at risk could mean the tenant has to pay more rent or even move out.

## Other options – visiting



Instead of having an extra person move in, you could ask them to visit.



A visit is also a good idea before asking them to move in.

## Other options – moving house



You might move into a new house together.



Ask A2P if there is a suitable home or how you might find one.

## Unhappy about your tenancy?



If you are not happy with something we have done you can appeal our decision or make a complaint.



You can lodge your appeal or complaint on our website or by contacting us directly. Our contact details are on the last page.



See our Easy Read Complaints Appeals and Compliments document for more information:

<https://access2place.com.au/tenants/tenant-policies/>

## Questions?



If you have any questions or would like more information, please contact us:

- phone – 08 8274 6300
- email – [info@access2place.com.au](mailto:info@access2place.com.au)
- web – <https://access2place.com.au/>
- visit or write – 20 Greenhill Road,  
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