

## ABSENCE FROM MY HOME

### What do I have to do?

Clients who will be away from their property for more than six weeks are required to apply for approval for such absence from their local Housing Plus office (even if other people will be living in the home). Each case will be assessed on the Clients circumstances and such assessment will include:-

- How will the rent be paid
- Who will look after the property, and
- Is there is a good reason for going away and what evidence is available to support the absence.

During an absence to travel or visit family for an extended period, it is necessary for clients to inform Housing Plus and to organise for a responsible person to monitor the property, maintain the grounds and collect mail. Contact details for both the client and the responsible person need to be provided to Housing Plus for any emergency that may arise.

Absence due to imprisonment will be assessed on a case by case basis. In all cases where the imprisonment is greater than three months the tenancy may be terminated.

In some cases clients may apply for a rent reduction if they will not receive an income (example during imprisonment) or are required to pay for accommodation costs (example attending a rehabilitation program). In both cases, clients are required to provide evidence of either the period they will be in gaol or the costs of the rehabilitation program.

During the absence clients are required to appoint a responsible person over the age of 18 to act on their behalf. This person is called the Clients Agent. This person must inspect the property to ensure it is maintained as per the signed Tenancy Agreement. A special form needs to be completed by both the client and the responsible person. This form is called "Appointing an Agent" and can be obtained from Housing Plus.

Clients may appeal a decision made by Housing Plus to refuse a request for an absence from their property. This information will be provided at the time the client is notified of the refusal.

The important thing to remember is to let the staff at your local Housing Plus office know what is happening and to ensure telephone numbers are up-to-date so that contact can be made in an emergency.

***For more information please visit our website [www.housingplus.com.au](http://www.housingplus.com.au)  
or contact your local Housing Plus office.***