



Absence from Dwelling Policy

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1. Purpose

This policy outlines the approach for managing planned and unplanned absences of tenants from properties managed by Yilli Housing. The policy emphasises that tenants are expected to personally occupy their premises at all times, recognising that there may be occasional valid reasons for temporary absences.

2. Scope

This policy applies to all tenants residing in properties managed by Yilli Housing, including Social, Affordable, and Town Communities.

3. Definitions

Absence from Dwelling: A period in which the property is not occupied by the tenant or listed household members.

Affordable Housing: Housing for low to moderate income employed households, generally offered at a discounted market rent.

Social Housing: Subsidised housing for individuals and families on low incomes.

4. Policy Principles

4.1 **Tenant-Centric Approach:** Tenants are supported to balance tenancy with other life responsibilities.

4.2 **Asset Management:** Properties are protected during absences to prevent damage and ensure availability for other tenants if needed.

4.3 **Compliance:** This policy complies with all relevant tenancy laws and regulations.

5. Procedures

5.1 **Notification:** Tenants are required to notify Yilli Housing of any planned absence exceeding six weeks using the Absence Notification Form.



5.2 Approval: Absences exceeding three months require written approval, and evidence of necessity may be requested.

5.3 Responsibilities During Absence: Tenants must ensure rent and utilities are paid, the property is secure, and any pets are cared for.

5.4 Extended Absences: Absences longer than 12 months within a five-year period may result in termination of the tenancy unless exceptional circumstances apply.

6. Non-Compliance

Failure to notify Yilli Housing of an absence or comply with approved terms may result in the suspension of rental rebates, termination of tenancy, or other actions as per tenancy laws.

7. Appeals

Tenants have the right to appeal decisions related to absences in accordance with Yilli Housing's Appeals and Complaints Policy.

8. Responsibilities

8.1 Tenants: Notify of absences, maintain property condition, and fulfill rental obligations.

8.2 Yilli Housing Staff: Process notifications, assess applications, and ensure tenants are aware of their rights and responsibilities.

9. Contact Information

For further information or to submit an absence notification, contact:

Yilli Housing Office

Phone: (08) 8935 0100

Email: property@yillihousing.com.au