

Access to Property Policy

1. Purpose

This policy defines the circumstances when Compass Housing Services Co Ltd (Compass) will seek to enter a property, the type of access and the frequency of access.

2. Scope

This policy applies to all tenants of Compass.

3. Policy Statement

Compass respects the right of tenants to enjoy reasonable peace, comfort and privacy in their property. In accordance with the *Residential Tenancies Act 2010*, tenants must allow Compass and/or its agents access to their property for specific reasons.

These visits are beneficial to both tenants and Compass as they allow Compass to inspect, maintain and repair its properties and provides the tenant with an opportunity to raise any concerns with Compass workers.

The circumstances when Compass will access a property are:

- Compass and/or its agents may enter a property at any time with the consent of the tenant. Consent can be given verbally or in writing;
- Compass and/or its agents can access a property in accordance with the requirements of the Residential Tenancies Act 2010.

Reasons for access

The *Residential Tenancies Act 2010* allows Compass and/or its agents access to a property for the following reasons:

- To complete a property inspection;
- To allow a property owner or their agent to inspect a leasehold property;
- To complete a repair/maintenance or undertake a pre or post repair inspection;
- To value the property;
- To show the property to a prospective buyer.

Compass will conduct a minimum of one (1) and maximum of four (4) property inspections in each twelve (12) month period.

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Compass will also access the property in the following situations:

- An emergency;
- If Compass has good reason for serious concern about the health or safety of the tenant or other household members;
- If there are serious concerns about property care;
- To comply with health and safety obligations;
- To repossess the property when it suspects the property has been abandoned; or
- When the tenant has requested a visit.

Actions taken if access denied

Compass will only access a property in accordance with the requirements of the *Residential Tenancies Act 2010* and will, where required, provide written notice to the tenant. If proper notice has been given, a tenant must not deny or hinder Compass’ right to access.

If access is refused Compass will, in the first instance, discuss this directly with the tenant. If further access is denied, the tenant will be in breach of their Residential Tenancy Agreement and Compass can make application to the NSW Civil & Administrative Tribunal (NCAT) requesting an order for access.

Where there is evidence and good reason to suspect the property has been abandoned, Compass will arrange to enter and take possession of the property.

Disputes about access

If a tenant disputes Compass requests for access they should first discuss this with a Tenancy Relations Officer in Compass. If a tenant is still dissatisfied and believe Compass has breached the terms of the Residential Tenancy Agreement, the tenant may make application to the NCAT. Compass would encourage tenants to seek independent advice prior to taking this action.

Review of decisions

If a tenant is dissatisfied with a decision or service provided by Compass, they should first talk to a Tenancy Relations Officer. If they are still dissatisfied, they may seek a review of the decision or service or for disputes relating to access, a tenant may make application to the NCAT.

4. Responsibilities

All Compass workers have an obligation to:

- familiarise themselves with and ensure they have a clear understanding of Compass policies and procedures,
- observe and implement such policies, and associated procedures in delivering services to Compass clients,
- inform Compass clients of the impact of this policy on them and assist them to understand their rights and obligations, as required,
- identify issues that require amendment to this policy document and complete the relevant documentation to propose any amendments, and
- report breaches of Compass policies or procedures.

The relevant Group Executive Manager is ultimately responsible to:

- ensure all stakeholders within their area of responsibility are informed about Compass Policies and Procedures,
- ensure appropriate processes and controls are implemented to enable the correct application of and adherence to relevant policies and procedures, and
- ensure appropriate processes and controls are implemented to enable breaches of approved Compass Policy and Procedures to be reported and managed.

5. Implementation and Review

This policy is listed on Compass Controlled Documents Register and is a controlled document requiring approval of any changes. It may not be amended or shared outside Compass without approval.

The policy is reviewed regularly and published on Compass SharePoint intranet once approved. Employees receive communications and training on new and reviewed policies and procedures.

Compass complies with relevant contractual compliance obligations and jurisdictional laws and regulations when implementing this policy. Confirmation of internal compliance with this policy is undertaken regularly.

It is the responsibility of Compass Group Executive Services (governance@compasshousing.org) to maintain and update the Compass Master Policy Document, Policy Directory and the Policy Review Register, administer the review and approval process and inform and distribute new and amended policies and procedures once approved (refer PROC-011 Policy and Procedure Development Approval).

Compass Workers should refer to [SharePoint Company Documents Policy and Procedure site](#) for the latest version which takes precedent over any uncontrolled version. If this document is printed, downloaded, or saved elsewhere from this site it becomes an uncontrolled version.

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For further information contact the Responsible Officer listed under Document Information.

6. Resources and related documents

Related documents

- Property inspection reports
- Ending Tenancy Policy
- Responsive Maintenance Policy

Related legislation/standards

- Housing Act 2002
- Residential Tenancies Act 2010 (NSW)
- Residential Tenancies Regulations (NSW)

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7. Definitions

Please refer to Compass Glossary of Definitions for Policies and Procedures. Terms and definitions identified below are specific to this policy and are critical to its effectiveness:

Term	Definition
Compass	Compass Housing Services Co. Ltd.
Compass Group	The corporate structure that includes Compass (as the Parent Company) and the boards of Subsidiary Companies, Governance Committees and advisory groups as created from time to time.
Director	Has the same meaning as defined in the Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary in Australia and as defined in the Companies Act 1992 Part 1 Section 2 Interpretation in New Zealand.
Employee	A person engaged under an employment agreement or award by any company in the Compass Group.
NSW Civil & Administrative Tribunal (NCAT)	An independent statutory body that resolves disputes including tenancy disputes. Order made by the NCAT are enforceable.
Officer	Has the same meaning as defined in the Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary in Australia and as defined in the Companies Act 1992 Part 1 Section 2 Interpretation in New Zealand.
Parent Board	The current directors of Compass.
Parent Company	Compass Housing Services Co Ltd (Compass).
Property Inspection	Attendance at the property to confirm the condition of the property.
Residential Tenancy Agreement	The written agreement between Compass and the tenant that sets out rights and responsibilities of both parties.
Subsidiary Boards	The appointed board of directors of a Subsidiary Company.
Subsidiary Company	A company in which Compass owns all or at least a majority of the shares.
Tenant	A person who signs the Residential Tenancy Agreement with Compass.
Worker (Compass)	has the same meaning as defined in the NSW Work Health and Safety Act 2011 No 10 Subdivision 2 Part 7 Meaning of 'worker' (1) A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as: <ol style="list-style-type: none"> an employee, or a contractor or subcontractor, or an employee of a contractor or subcontractor, or an employee of a labour hire company who has been assigned to work in the person's business or undertaking, or an outworker, or an apprentice or trainee, or a student gaining work experience, or a volunteer, or a person of a prescribed class.
Worker (Compass QLD)	is 'a person who works under a contract and, in relation to the work, is an employee for the purpose of assessment for PAYG withholding under the Taxation Administration Act 1953 (Cwlth), schedule 1, part 2-5'. This applies to a person for whom PAYG tax instalments are required or would be required to be withheld by their employer.