

## Fact sheet

April 2011

# Being away from your home

**Housing NSW expects people to personally occupy their homes. If you are going to be away from your home for more than six weeks, you need to tell us.**

If you don't tell us that you will be away from your home, or do not return to your home on the stated return date, we may take action to terminate your tenancy.

## How long can I be away from my home?

You can be away from your home for up to six months for an acceptable absence. In special circumstances, you can apply to extend the absence beyond six months; however, you should discuss this with your Client Service Officer.

You cannot be absent for more than 12 months in total over a five-year period.

## What are acceptable absences?

Acceptable reasons for absences up to six months include:

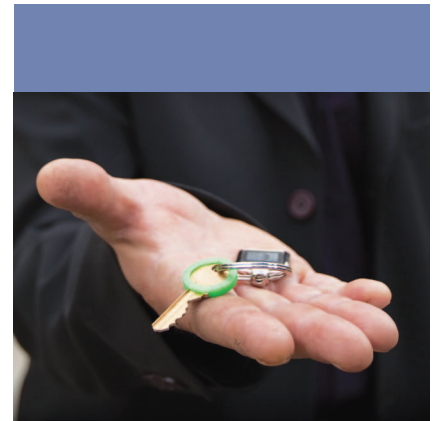
- caring for sick or frail family members
- hospitalisation, institutional care, nursing home care or rehabilitation

- escaping domestic violence, harassment or threats of violence
- assisting with immigration matters in your country of origin
- holidays
- employment, education or training
- tenants going to prison.

## Approving an absence from your home

We will approve your absence from your home if we are satisfied that:

- you have made arrangements to pay your tenancy charges, such as rent and water usage, while you are away
- the property will be adequately cared for while you are away
- there is an acceptable reason for you going away
- you have appointed an agent to act on your behalf while you are away (the agent must be over 18 years of age).



## What if I disagree with Housing NSW's decision?

If you believe we made the wrong decision, you should first discuss your concerns with a client service officer. You can also ask to have the decision reviewed. To do this, fill in the Review of Decisions form that is available from our website [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au) or at your local Housing NSW office.

## How do I tell Housing NSW that I am going to be away from my home?

You need to complete the *Appointment of an Agent* form which is accessible on our website [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au) or from any local Housing NSW office.

## Are all your questions answered?

If all your questions have not been answered in this fact sheet:

- contact your local Housing NSW office
- or
- call 1300 HOUSING (1300 468 746)
- or
- go to the Housing NSW website [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

### Translation service

Arabic	خدمة الترجمة الخطية والشفهية الجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450