



VISITORS & ADDITIONAL OCCUPANTS

Factsheet

Visitors and Additional Occupants

Homes North knows that households change from time to time, for example, the birth of a child, a friend or family may want to come to visit and stay, or it may be a new partner. When these types of changes happen, it is important to let Homes North know. You can do this by calling your local Homes North office or by filling in an Application for Rental Subsidy form with the additional person listed.

The tenant may need to ask for our approval before a change occurs, for example, if the tenant wants someone to move into their property (an additional occupant).

Household changes

- The number of people living in the home changes, for example, the birth of a child or someone moving into or out of the home.
- Anyone that stays regularly in a tenant's home, for example, a partner or friends.
- Anyone who is temporarily staying for longer than four weeks.

Visitors Staying

You can have visitors stay with you but the time is limited to four weeks. This does not change the household details of the tenant. However, if the visitor wants to stay for longer than four weeks, Homes North must be informed. The tenant needs to apply to Homes North for an extension of the visit time. Visitors do not need to pay rent however the tenant is responsible for their visitor's behaviour.

Additional Occupants

If another person wants to live at the property and become an additional occupant, this changes the household details of the tenant. The tenant must first apply to Homes North for approval. Homes North may approve the application if:

- The tenant's rent account is up-to-date.

- The visitor meets the criteria to live in social housing. They should not be an ineligible or unsatisfactory former public or community housing tenant, and must not owe money to Homes North.
- Homes North believes the visitor will not cause overcrowding. You cannot apply for a transfer based on overcrowding due to the additional occupant.
- The new household composition is suitable for the type of property, for example, senior/disability communities.
- There is no evidence the visitor has been the cause of nuisance and annoyance at this or any previous tenancy.

Income details of additional occupants

- If tenants want an additional occupant to stay at their property, the income details of the additional occupant needs to be given to Homes North.
- The tenant needs to submit a new Application for Rental Subsidy form, and if Homes North approves the application, then the rental subsidy will be re-calculated based on the new details.
- Tenants will be notified in writing about Homes North's decision within 20 days of receiving their application.
- If the application is declined, tenants may appeal the decision (see our [Appeals Factsheet](#)).
- If tenants do not apply in writing for approval to house an additional occupant, Homes North may cancel their rental subsidy. This means that the tenant may have to pay market rent until they provide the details of each additional occupant staying at their property.

Where to get more information

In cases where Domestic & Family Violence is a factor refer to the DFV Hotline: 1800 656 463

For more information or answers to any questions, please visit or contact your nearest Homes North office.

Want to know more?

- 📍 Contact your local office
- 🌐 Visit: [homesnorth.org.au](https://www.homesnorth.org.au)
- 📞 Emergency after hours:
1300 662 721