

TEMPORARY ABSENCES FROM YOUR PROPERTY

Tenants must let Coast2Bay Housing Group Ltd know if they will be temporarily absent from their property for a period of time.

Absences – up to one month

You must tell Coast2Bay Housing Group Ltd if you will be absent from the property for up to one month. You do not need to obtain our approval for this absence or supply any evidence of why you will be absent.

Contact your Coast2Bay Housing Manager to advise:

- The date your absence will start
- The date you plan to return to the property
- Your contact details during your absence
- The name and phone number of someone we can contact in your absence if we cannot contact you. This contact must be over the age of 18.

Telling us that you will be away will help us to:

- Answer any questions about why the property is vacant
- Be sure that you have not abandoned the property
- Contact you if anything happens to the property during your absence.

Absences – up to three months

You must ask for our approval for an absence between one and three months. You need to supply evidence supporting the reasons why you need to be absent. We will approve absences between one to three months for the following four reasons only:

- An overseas holiday
- Health reasons including rehabilitation, respite or hospitalization for a tenant or immediate family member
- Self improvement (e.g. studying or training at an educational institution)
- Imprisonment

Absences – more than three months

We will not approve requests for absences over three months.

If you need to be absent from your property for more than three months, talk to your Coast2Bay Housing Manager about your options which include:

- Giving up your tenancy

- Applying for a transfer

Applying for an absence (one month or more)

Complete the “Temporary Absence Application Form” available from your Coast2Bay office. Attach the necessary evidence to support your request listed below:

- **An overseas holiday** – supply copies of airline/sea travel tickets or a travel itinerary on travel agent letterhead.
- **Health reasons** including rehabilitation, respite or hospitalisation for a tenant or immediate family member – supply a letter or a certificate from a medical practitioner, specialist or other health worker confirming the medical need and advising the period of absence.
- **Self improvement** – supply a letter from an educational institution confirming details of a study or training program being undertaken by the tenant.
- **Imprisonment** – supply a letter from the Department of Corrective Services or the Queensland Police Service or a copy of the sentencing order confirming the period of imprisonment.

Send the application plus supporting documents to your nearest Coast2Bay Housing office for assessment. We will write to advise you of the outcome of your application.

Your rent while you are absent

Your rent will stay the same during your absence. If you have additional costs resulting from hospitalisation or rehabilitation of a tenant or household member, talk to us about whether you may be eligible for a temporary rent reduction.

Public hospitals, treatment facilities or residential care facilities charge fees for patients requiring long-term or nursing home type care. The Health Service District may waive or reduce your fees if you are experiencing financial hardship. If your request for a waiver or reduction of fees by the Health Service District is not approved or you are charged fees for treatment in a private hospital or treatment facility, talk to your Coast2Bay Housing Manager to ask for a reduction in your rent while you are absent.

Remember: you must continue to pay your rent and complete your rent reviews during your absence.