

mangrove housing factsheet

temporary absence from your home

Mangrove Housing recognises that it is fair and reasonable that tenants are sometimes away from their homes for extended periods of time, for a wide variety of reasons.

We will not unreasonably infringe upon tenants' freedom to be away from their homes or live the life they choose. However, in the case of extended absences this approach also needs to be balanced with the needs of applicants on the waiting list who are in need of housing assistance, and ensuring the use of social housing assets is maximised.

Regardless of the reason for an extended absence from home, all tenants who are away from their homes temporarily are responsible for ensuring that their tenancy and maintenance responsibilities are looked after in their absence. This includes paying rent, mowing lawns and any usual upkeep. Tenants who are away are encouraged to make the property looked 'lived in' where this is feasible.

Tenants who are leaving their homes temporarily to escape domestic or family violence, or to ensure child safety, will always have Mangrove Housing's support wherever possible.

impacts on rent

In exceptional circumstances (based on individual merits) Mangrove Housing may also consider a rent reduction throughout the duration of an approved absence. If someone is living in the home throughout the tenant's absence (which can only be done with Mangrove Housing's prior approval), rent may be reviewed. The following guidelines apply to tenants who want to temporarily be away from their home for an extended period of time:

absences of up to two months

- A tenant may be away for up to two months at a time, or two months in total in a calendar year, without firstly seeking approval from Mangrove Housing.
- Tenants who will be away for any short duration are encouraged to let Mangrove Housing know they will be away, to provide the relevant dates, and to provide an alternative contact person that Mangrove Housing can speak with during their absence if needed. This ensures Mangrove Housing can reach someone in an emergency.

absences of two months – five months

- Absences of two months to five months at one time, or in total in a calendar year, firstly require approval from Mangrove Housing.

- These absences require an alternative contact person to be nominated who Mangrove Housing can contact in emergencies or if required.
- Temporary absences between two months and five months will be considered in line with individual circumstances. Mangrove Housing will consider factors such as the reasons for the absence, whether the absence is due to family or domestic violence or to ensure child safety, and the impact it would have on the tenant if approval for the absence was not granted.

absences of five months and over

- Absences of this length will only be considered in exceptional circumstances, and Mangrove Housing will consider the individual circumstances on a case-by-case basis.

complaints and appeals

If a tenant does not agree with a decision Mangrove Housing has made, they can lodge an appeal asking that the decision is reconsidered. To do this, the tenant can submit their appeal in writing, detailing the reasons they believe the decision made was not the correct one. The appeal can be handed in to the office, sent via post or emailed to reception@mangrovehousing.com.au

A tenant may also phone Mangrove Housing with their appeal if this is easier for them than lodging an appeal in writing.

If a tenant is not satisfied with a service provided by Mangrove Housing, they can lodge a complaint. They could also choose to contact:

- The Residential Tenancies Authority on 1300 366 311
- QSTARS, which is a free independent advice and referral service for all Queensland renters, on 1300 744 263.
- The local Department of Housing and Public Works' Housing Service Centre. Numbers can be found at <https://www.qld.gov.au/housing/public-community-housing/housing-service-centre/>