

Scope

This policy outlines how Pacific Link Housing Limited (PLH) considers requests for approval to run a business from a property according to legal requirements of the Residential Tenancies Act 2010, the Residential Tenancy Agreement and FACS policies. This policy applies to all tenancies.

Purpose

The policy is intended to ensure that tenants understand the rules around running a business from a property.

Running a Business from a property

Tenants may not run a business from a PLH property, unless prior written approval has been obtained from the Executive Manager, Housing.

In considering a written request by a tenant to run a business from a PLH property, PLH will consider the following factors to satisfy itself that both the business and the tenant:

- Will comply with any relevant laws and local government regulations that apply to operating a business from a residential property, including seeking local council approval prior to starting a business.
- Will not increase wear and tear or PLH's utility costs over and above the level that would be normal for a home.
- Will meet their obligations under the Residential Tenancy Agreement, in relation to nuisance and interference with the reasonable peace, privacy or comfort of any neighbour.
- Has a current public liability insurance policy and other relevant insurances appropriate to the type of business.
- Will not make any alterations or modifications to the property, except with PLH approval.
- Will not expose PLH to excessive risk, and
- Will comply with other relevant PLH policies such as declaring household income.

PLH will request documentary evidence to support any request for running a business from home.

Complaints and Appeals

If a tenant is not satisfied with a service provided by PLH or does not agree with a decision it has made, they should first discuss their concerns with their Housing Manager. If they are still not satisfied they can ask for a formal review. Refer Complaints and Appeals Policy.

Craig Brennan

Craig Brennan, CEO April 2019