

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 Department of Communities and Justice (DCJ) policies. This policy applies to all social housing 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 Manager, Tenancy and Transitional, or their delegate.

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, strata bylaws 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 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 unacceptable 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. Where a tenant stops complying with any relevant laws, strata bylaws and local government regulations that apply to their business, or the business nuisance or harm to neighbours, PLH will automatically withdraw its approval to run the business. Withdrawal will be immediate on the provision of notice to the tenant via appropriate means having regard to the nature of the breach (email, phone call, verbal or written notice).

Complaints and Appeals

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

Related Documents

Residential Tenancies Act 2010
 Strata Bylaws
 Complaints and Appeals Policy

Policy Owner	Executive Manager, Operations
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