

# Visitor Management

The Department of Territory Families, Housing and Communities has two separate visitor management policies to help you manage your visitors. There is a policy for remote community and town camp public housing tenants, and a policy for urban public housing tenants.

## How long can visitors stay?

Visitors can stay for up to two weeks (14 days) with your permission. If your visitor/s is going to stay for longer than two weeks you must apply to the Department for permission in advance.

## How do I apply for a visitor to stay?

You need to fill out a Visitor Extended Stay application form, to tell us who staying with you and how long they will be staying.

The form is available from your local Housing office, and on the Department website. The Department will assess your application and inform you of the outcome. Visit your local housing office if you need help to fill out the form.

## How many visitors can stay with me at one time?

The number of visitors that can stay with you at one time will depend on the number of bedrooms there are in your home.

If you are a public housing tenant in an urban area (i.e. Darwin Alice Springs or Katherine), you can have no more than two visitors per bedroom, or a maximum of six visitors staying with you at any one time.

If you are a public housing tenant living in a remote community or town camp, you can have visitors stay with you as long as your visitors do not cause overcrowding in your home.

You must apply to the Department for permission for your visitors to stay longer than two weeks.

## What help can I get to manage my visitors?

If you need help managing your visitors, you can call NT police on 131 444 or call your Public Housing Safety Officer on 1800 685 743. Alternatively you may contact your local Housing office during business hours.

Refer to page 2 for a list of Department office contacts and locations.

The Department can also help you to manage your visitors. This may include the Department speaking directly with your visitors, issuing a letter asking visitors to move on, assessing the number of people in your house to decide if it is overcrowded, or refer you to support services.

## Will my application be approved?

Department staff have the discretion to consider requests for visitors to stay longer than two weeks (14 days). The Department understands that sometimes visitors need to stay longer for cultural, sporting, medical or family reasons.

The Department will decline longer term visitors if their presence will cause overcrowding, they cannot provide evidence of having a permanent home elsewhere, or they are a former tenant or recognised occupants of a Department tenancy which has been terminated and/or repossessed by the Department within the last two years.

## What happens if my visitors cause overcrowding or antisocial behaviour?

If overcrowding is a concern, the Department may ask visitors to leave. If visitors refuse to leave, the Department may use legal options to enforce the policy.

If visitors are causing antisocial behaviour, you must ask your visitors to leave. You can call NT Police on 131 444 for assistance, or call your local housing office or Public Housing Safety Officer on 1800 685 743.

The Department can also issue visitors with a Notice of Direction to stop the behaviour or take other legal action.

The Notice of Direction may direct the person not to engage, or to stop engaging, in antisocial behaviour. If the person is not a tenant of the premise, the notice may include a Notice of Direction to leave.

If you have visitors who cause overcrowding, the Department may ask your visitors to leave or may issue a Trespass Notice with your cooperation and consent.

The Department may also issue a Notice to Remedy a breach of your tenancy agreement which you could then show your visitors. You can use this notice to tell visitors they can no longer stay at the premises.

## Where can I find more information?

To find out more, visit the website [nt.gov.au](http://nt.gov.au) or contact your local Housing office:

Greater Darwin	(08) 8999 8814
Yarrowonga	(08) 8999 4767
Katherine	(08) 8973 8513
Tennant Creek	(08) 8962 4497
Nhulunbuy	(08) 8987 0533
Arafura Region	(08) 8995 5122
Alice Springs	(08) 8951 5344