

Operator's access to residents' premises

Residents have the right to privacy and quiet enjoyment of their premises. The operator (or anybody else acting on their behalf) must not interfere with a resident's reasonable peace, comfort and privacy. This means they cannot enter a resident's premises except with their permission or as allowed by the retirement village laws. In most cases the operator has to give notice to the resident first.

The operator, or a person authorised by them, can only enter for the following reasons and with the corresponding minimum amount of notice to the resident.

To install smoke alarms or change the batteries	2 days
If the resident consents to the entry	At the resident's discretion
In accordance with a NSW Civil and Administrative Tribunal order	As ordered by the Tribunal

Reason	Notice required
To do ordinary repairs or carry out general maintenance	7 days
To carry out urgent repairs, such as fixing burst water pipes, dangerous electrical faults, gas leaks or blocked toilets	None
In an emergency	None
If the operator has good cause for serious concern about the health or safety of anyone in the premises	None
To carry a general inspection of the premises (maximum twice per year), but only if the resident is a non-registered interest holder under their village contract	7 days