



IMPORTANT CHANGES TO YOUR PRIVACY

VERIFYING YOUR ACCOUNT

Privacy matters to us and we know it matters to you. At the Housing Trust, we're committed to protecting your privacy, keeping your personal information safe and ensuring the security of your data.

To help you manage your account and services, we've established processes which give the Primary Tenant the option to authorise others to act on, or access account information.

ADDING SOMEONE TO ACT AS AN AUTHORITY ON AN ACCOUNT

The person or persons whose name(s) appears on the original Lease for your tenancy are known as the "Primary Tenant". This person is financially responsible for the tenancy including Rent, Arrears, Damages and Repairs.

The Primary Tenant can authorise other household members to act on their behalf at various levels. The selected level of authority determines their access and the actions they can and can't take in relation to that tenancy.

As a Housing Trust tenant, you may want a family member, friend or associate to act on your behalf to help with things such as language barriers, aged assistance or guardianship over financial affairs.

In the **Household Members** section under **Part 4. Household Member Details** you have the option to give authority to the household member for three levels of authority:

FINANCIAL This will allow the household member to enquire on and make decisions on financial matters regarding the tenancy such as verifying rent, balances, refund, changing payment plans, etc.

REPAIRS This will allow the household member to lodge and enquire on repairs for your tenancy. They will also have the ability to accept liability for damages.

FULL Allows access to both the **Financial & Repairs** authority.

If you would like to add a person outside of your household as an authorised contact, please contact the Housing Trust on (02) 4254 1166 to arrange for the forms to be sent to you.

WHEN YOU CALL

When you call the Housing Trust, we will now ask for information about your tenancy such as your name, DOB, Centrelink CRN, Contact ID, Organisation ID or Address to verify you are an authorised contact.

If you have any questions in regard to our Privacy Policy, please call the Housing Trust on (02) 4254 1166.