



EMERGENCY ACCESS & WELFARE POLICY

Purpose

At Luna, we respect every resident's right to privacy and quiet enjoyment of their accommodation. We will normally provide the notice required under your tenancy agreement before entering your bedroom or studio.

However, there may be circumstances where immediate access is necessary to protect someone's health or safety, respond to an emergency, or prevent serious damage to the building or property. In these situations, it may not be possible or appropriate to provide prior notice.

Emergency Access

Authorised Luna team members, contractors acting on our behalf, or the emergency services may enter accommodation without prior notice where there are reasonable grounds to believe an emergency or serious and immediate risk exists. This may include:

- fire, suspected fire or activation of a fire, smoke or heat detector;
- a significant water leak, flood or suspected gas leak;
- a serious electrical, structural or building safety issue;
- an immediate risk of significant damage to the building or another resident's accommodation;
- a serious health and safety hazard;
- a welfare concern where someone may be at immediate or serious risk of harm, incapacitated or in need of urgent assistance;
- a request for immediate access from the emergency services; or
- another situation where delaying access could create a serious risk to people or property.

Before Entering

Where circumstances reasonably allow, our team will knock, identify themselves, explain why access is required and allow a reasonable opportunity for the resident to respond. If there is no response, or waiting would increase the risk, authorised team members may use the management or emergency access system to enter.

Where there is an immediate threat to life or safety, our team or the emergency services may enter without completing these steps if delaying entry could increase the risk.

Resident Privacy

Emergency access will always be limited to what is reasonably necessary to investigate or respond to the situation. If our team establishes that there is no emergency or continuing reason for access, they will respect the resident's privacy and leave as soon as reasonably practicable.

For example, if a bedroom fire detector activates and there is no response after knocking and announcing ourselves, we may enter to check for a fire. If it is immediately clear that there is no emergency, we will leave unless further action is reasonably required.

Welfare Checks

A welfare concern does not automatically mean we will enter accommodation without notice. Where possible, we will first try to contact the resident by knocking, telephone, email or another appropriate method.

Emergency access may be considered where there are reasonable grounds to believe someone may be at immediate or serious risk and delaying access could increase that risk. We may also contact the emergency services or other appropriate services where necessary.

Recording Emergency Access

Where emergency access takes place, Luna will keep an appropriate record of the incident, including the reason for entry, who was involved, what was found and any action taken. Where appropriate, residents who were not present will be informed that emergency access took place and why.

Routine and Planned Access

This policy does not change the notice requirements for routine inspections, planned maintenance, repairs, compliance inspections or other non-emergency access. The notice requirements within your tenancy agreement will continue to apply.

Resident Acknowledgement

This policy is included within the policies provided as part of the Luna arrivals process. By completing the arrivals checklist, residents confirm that they have received and understood the policies listed within it.

Residents should be aware that, while Luna will normally provide notice before entering accommodation, authorised Luna team members, contractors or emergency services may need to enter without prior notice in an emergency. This may include activation of the fire detection system, even where this subsequently proves to be a false alarm. This policy does not give Luna a general right to enter accommodation without notice for routine or non-emergency purposes.