



Entry onto third party property

1. Overview

1.1 At a glance

You're required to alter or extend our services, but you need to access another person's property to get to our services. If this is the case, you need permission to enter that property from the owner and tenant. If gaining permission becomes difficult, we can help.

1.2 Scope

Our policy applies to customers who need permission to enter another person's property, so they can access our services because they need to alter or extend them.

1.3 Objective

The purpose of this policy is to help achieve a balance between:

- a) Sydney Water's statutory function of providing water and wastewater services
- b) the common law rights of our existing customers who are affected by a development.

2. Policy in detail

Sometimes your development will require you to enter another customer's property to extend or alter our services. We understand that trying to negotiate entry to another person's property can lead to disputes that can be hard to resolve. You're trying to get your development finished, while property owners and tenants want to protect their rights.

You need to plan carefully at this point of the development to ensure all parties involved are satisfied. You must:

- protect the rights of property owners and tenants
- avoid problems that can cause disputes
- make it possible for us to manage public health and safety, environmental and financial risks
- manage entry negotiations
- resolve any disputes fairly and efficiently.

We prefer that you obtain permission to enter, and construct the works, from the property owner and/or the tenant. However, if the other property owner and/or tenant won't allow entry, you can talk to the person managing your application for assistance. You can also refer to our [Developer entry onto third party property](#) procedure.

3. Context

3.1 References

Document type	Title
Compliance obligations	
Policies and procedures	Entry onto third party property - procedure
Other documents	Permission to enter – form provided by a Water Service Coordinator