



Inspections Policy

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Purpose

This policy establishes the approach of SouthEast to fulfil its responsibilities to undertake property inspections.

Scope

This policy applies to all properties managed by SouthEast under all relevant programs.

The policy covers the following types of inspections:

- **Prospective tenant inspections**: where an applicant for housing is shown the premises prior to an offer for housing being made (s86.1a)
- **Follow up (new tenant) home visits**: where a premises is inspected shortly after the commencement of a new tenancy (s86.1c)
- **Routine/planned/regular inspections**: routine inspections that occur twice a year (s86.1f)
- **Pre-exit tenant inspections**: where the premises are inspected before the tenant has vacated the property (s86.2)
- **Post-exit tenant inspections**: where the premises are inspected after the tenant has vacated the property.

Communication

SouthEast will provide clear information to tenants on this policy and will ensure this policy is readily available to tenants. Should inspections result in SouthEast seeking to recover the costs for any damage caused by tenants, then tenants will be referred to the Tenant Damage Policy.

Approach to Inspections

Inspections will be undertaken at all SouthEast properties in accordance with the RTA. These inspections will inform SouthEast on the condition of the premises and therefore will inform the program of cyclical and responsive maintenance.

Inspections will ensure that SouthEast is meeting its responsibilities under the RTA to maintain properties in a good condition.

Tenants have a duty under the RTA to report all damage, defects, and any relevant property issues to SouthEast for action. This is stipulated in the tenancy agreement and the RTA.

A tenant has a duty to permit SouthEast staff exercising a right of entry in accordance with Section 89 of the RTA. If access is not permitted, SouthEast will issue a Breach of Duty Notice. Should the tenant still refuse to comply, SouthEast will apply to VCAT for a Compliance Order.

Purpose of Routine Inspections

All inspections will be conducted by an authorised SouthEast Officer to:

- determine whether any urgent or routine repairs are required,
- ensure properties are being maintained to the standard outlined in the tenancy agreement,
- assess whether damage has been caused by a tenant and if so, assess whether this damage was intentional or accidental, (refer to the Tenant Damage Policy).
- assess whether the property continues to meet the needs of the tenant.

Where a tenant has requested any alterations, these will be checked during the inspection, considering:

- the requirements of the tenant,
- the cyclical maintenance due on the property,
- the condition and standard of the property.

When undertaking inspections, SouthEast will record the matters of concern to tenants, in addition to looking at all standard areas of property maintenance.

Authorised SouthEast Officers will carry out inspections using previous property condition reports, for reference and maintenance records.

Support Workers

If the tenancy has a Support Agreement in place the support worker from that agency will be invited to attend the inspection.

Notice of Entry

SouthEast will give residents written notice, as per the tenancy agreement and RTA, before an inspection.

The notice will provide the following information:

- Why entry is required (i.e. to enable SouthEast to carry out a duty under the RTA, the tenancy agreement or any other part of the RTA including if SouthEast has reasonable grounds to believe that the tenant has failed to comply with his or her duties under the RTA or the tenancy agreement).

A notice of entry will be provided by:

- Post, or
- In person to the tenant between 8 am and 6 pm

For the purposes of carrying out a duty under the RTA, SouthEast is obliged to provide:

At least 24 hours

- To show the premises to a prospective renter, and
- If the premises are to be sold or used as security for a loan and entry is required to show the premises to a prospective buyer or lender:

At least 48 hours

- Entry is required to enable inspection of the premises and entry for that purpose has not been made within the last 6 months:

At least 7 days

SouthEast will only arrange to enter the premises between 8 am and 6 pm on any business day.

It is expected that the tenant will be present at the date and time agreed. Authorised SouthEast Officers will enter the premises with a duplicate key to undertake the inspection if the tenant is not home.

SouthEast will send inspection notices using Australia Post mail, unless electronic communication has been agreed to by the tenant (for example, by email or text message).

Related policies

- Privacy Act 1988 (C'wlth)
- Performance Standards for Registered Housing Agencies
- Department of Health and Human Services, Victorian Housing Register, Operational Guidelines
- Charter of Human Rights and Responsibilities 2006
- Tenant Damage Policy

Legislation and standards

This policy implements the obligations of SouthEast under:

- Residential Tenancies Act 1997
- Housing Act 1983 (Vic)
- [Guidelines for Registered Housing Agencies published by DHHS](#)

- Performance Standards for Registered Housing Agencies

Transparency and accessibility

This policy will be available on the SouthEast website www.sehc.org.au

Acknowledgement

SouthEast acknowledges the policy work of the Community Housing Industry Association (Victoria, Australia) and the policy work undertaken by **Argyle Housing**, and the **Department of Health and Human Services** in developing this policy template.

Implementation

Post Board approval add to:

- Tenancy Manual
- SouthEast Website
- The Victorian Housing Registrar's CHiMES data base.
- Ensure all SouthEast Officers are apprised and are made aware of the current Z drive location.

Review of this policy

This policy should be reviewed every 2 years.

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CEO:	BOARD: 28 06 2019

Review and approval of this policy			
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Biennially	CEO		Board
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