

Inspections Policy

Policy Description:

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

Applies to:

All properties managed by SouthEast Housing Cooperative under all relevant programs.

The policy covers the following types of inspections:

- Prospective tenant inspections
- Follow up (new tenant) home visits
- Routine/planned/regular inspections
- Pre-exit tenant inspections
- Post-exit tenant inspections

Definitions:

Prospective tenant inspections	Where an applicant for housing is shown the premises prior to an offer for housing being made (Residential Tenancies Act 1997 s86.1a).
Follow up (new tenant) home visits	Where a premises is inspected shortly after the commencement of a new tenancy (Residential Tenancies Act 1997 s86.1c).
Routine / planned / regular inspections	Routine inspections that occur twice a year (Residential Tenancies Act 1997 s86.1f).
Pre-exit tenant inspections	Where the premises are inspected before the tenant has vacated the property (Residential Tenancies Act 1997 s86.2).
Post-exit tenant inspections	Where the premises are inspected after the tenant has vacated the property.

Relevant policy statements and/or principles:

Communication



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

Purpose of Routine Inspections

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

- determine whether any urgent or routine repairs are required,
- ensure properties are being maintained to the standard outlined in the residential rental agreements,
- 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 Housing Cooperative will record the matters of concern to renters, in addition to looking at all standard areas of property maintenance.

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

Procedure:

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 Housing Cooperative will give residents written notice, as per the residential rental agreements and RTA, before an inspection.

The notice will provide the following information:

- Why entry is required (i.e. to enable SouthEast Housing Cooperative to carry out a duty under the RTA, the residential rental agreements or any other part of the RTA including if SouthEast Housing Cooperative has reasonable grounds to



believe that the tenant has failed to comply with his or her duties under the RTA or the residential rental agreements).

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 Housing Cooperative is obliged to provide:

At least 24 hours’ notice

- 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’ notice

- 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’ notice

SouthEast Housing Cooperative 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 Housing Cooperative Officers will enter the premises with a duplicate key to undertake the inspection if the tenant is not home.

SouthEast Housing Cooperative 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).

Acknowledgement:

SouthEast Housing Cooperative acknowledges the policy work of the Community Housing Industry Association (Victoria) and the Department of Families, Fairness and Housing in developing this policy.

Related Legislation, SEHC Documents and Other Documents:

Legislation / Standards:	<ul style="list-style-type: none"> • Privacy Act 1988 (C’wlth) • Charter of Human Rights and Responsibilities 2006 • Residential Tenancies Act 1997 • Housing Act 1983 (Vic)
Organisational Documents:	<ul style="list-style-type: none"> • Tenant Damage Policy

VHR Documents / Guidelines:	<ul style="list-style-type: none"> Guidelines for Registered Housing Agencies published by DFFH Performance Standards for Registered Housing Agencies
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Policy Management:

Policy owner (role title):	Board
Role responsible for implementing:	Board and CEO
Review arrangements:	Every 24 months via internal review
Next Review Date:	June 2024

Document History:

Date:	Controlled Version Number:	Author:	Approved by:	Comment:
24 June 2022	1.0	S. Morrissey (CEO)	Board	Board approved version migrated for display on SEHC website