

## Inspections Policy

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### Policy Description

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

### Scope

All properties managed by SouthEast Housing Co-operative under all relevant programs.

The policy covers the following types of inspections:

- **Prospective tenant inspections:** where an applicant for housing is shown the property prior to an offer for housing being made (RTA s86.(1)(a))
- **Follow up (new tenant) home visits:** where a property is inspected shortly after the commencement of a new tenancy (RTA s86.(1)(c)). (A right of entry may only be exercised after the end of the first 3 months of the tenancy).
- **Routine/planned/regular inspections:** routine inspections that occur twice a year (RTA s86.(1)(f))
- **Pre-exit tenant inspections:** where the property is inspected before the tenant has vacated the property (RTA s86.(2))
- **Post-exit tenant inspections:** where the property is inspected after the tenant has vacated the property

### Definitions

RTA	Residential Tenancies Act 1997
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### Relevant policy statements and/or principles

#### Communication

SouthEast Housing Co-operative 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 Co-operative seeking to recover the costs for any damage caused by renters, then renters will be referred to the Renter Damage Policy.

#### Purpose of Routine Inspections

All inspections will be conducted by an authorised SouthEast Housing Co-operative 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 renter and if so, assess whether this damage was intentional or accidental, (refer to the Renter Damage Policy),
- assess whether the property continues to meet the needs of the renter.

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

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

When undertaking inspections, SouthEast Housing Co-operative will record the matters of concern to renters, in addition to looking at all standard areas of property maintenance.

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

## Procedures

### 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 Co-operative will give residents written notice, as per the residential rental agreements and the RTA, before an inspection.

The notice will provide the following information:

- Why entry is required (i.e., to enable SouthEast Housing Co-operative to carry out a duty under the RTA, the residential rental agreements or any other part of the RTA including if SouthEast Housing Co-operative has reasonable grounds to believe that the renter 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 renter between 8 am and 6 pm.

For the purposes of carrying out a duty under the RTA, SouthEast Housing Co-operative 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

- For routine inspections

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

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

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

## Acknowledgement

SouthEast Housing Co-operative 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"><li>• Privacy Act 1988 (C'wlth)</li><li>• Charter of Human Rights and Responsibilities 2006</li><li>• Residential Tenancies Act 1997</li><li>• Housing Act 1983 (Vic)</li><li>• Performance Standards for Registered Housing Agencies</li><li>• Guidelines for Registered Housing Agencies published by DFFH</li></ul>
Organisational Documents:	<ul style="list-style-type: none"><li>• Renter Damage Policy</li></ul>

## Policy Management

Policy owner (role title):	Board
Role responsible for implementing:	Board and CEO
Review arrangements:	Every 3 years via internal review
Next Review Date:	June 2027

## Document History

<b>Date</b>	<b>Controlled Version Number</b>	<b>Author</b>	<b>Approved by</b>	<b>Comment</b>
24 June 2022	1.	S. Morrissey (CEO)	Board	Board approved version migrated for display on SEHC website
25 June 2024	2.	S. Morrissey (CEO)	Board	