



## Inspections Policy

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### 1. Purpose

This policy establishes the approach of Eastern Suburbs Rental Housing Co-operative (ESRHC) to fulfil its responsibilities to undertake property inspections.

### 2. Basis for Policy

This policy implements the obligations of ESRHC under:

- Residential Tenancies Act 1997 (RTA)
- Housing Act 1983 – Performance Standards for Registered Housing Agencies
- DHHS General Lease Guidelines for Registered Housing Agencies

### 3. Scope

This policy applies to all properties managed by ESRHC.

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

## 4. Policy and Procedures

### 4.1 Approach to Inspections

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

Inspections will ensure that ESRHC 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 ESRHC for action. This is stipulated in the Tenancy Agreement and the RTA.

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

### 4.2 Purpose of Routine Inspections

All inspections will be conducted by the Maintenance and Administration Co-ordinator 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,
- assess whether the property continues to meet the needs of the tenant.

Where a tenant has requested any alterations, these will be checked and considered during the inspection, taking into account the following:

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

When undertaking inspections, the Maintenance and Administration Co-ordinator will record the matters of concern to tenants, in addition to looking at all standard areas of property maintenance.

The Maintenance and Administration Co-ordinator will carry out an inspection using previous property condition reports, for reference and maintenance records.

### 4.3 Support Workers

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

#### 4.4 Notice of Entry

ESRHC will give tenants written notice, as per the Tenancy Agreement and the RTA, before an inspection.

The notice will provide the following information:

Why entry is required (i.e. to enable ESRHC to carry out a duty under the RTA, the Tenancy Agreement or any other part of the RTA including if ESRHC 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 8am and 6pm

For the purposes of carrying out a duty under the RTA, ESRHC must 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, ESRHC must provide:

**At least 48 hours**

If entry is required to enable inspection of the premises and entry for that purpose has not been made within the last 6 months, ESRHC must provide:

**At least 7 days**

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

It is expected that the tenant will be present at the date and time agreed. The Maintenance and Administration Co-ordinator will enter the premises with a duplicate key to undertake the inspection if the tenant is not home.

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

#### 5. Communication

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