

## POH1921

# INSPECTIONS POLICY & PROCEDURES

## 1. PURPOSE

The purpose of this policy is to detail the types and frequency of property inspections undertaken by Women's Property Initiatives (WPI).

## 2. POLICY SCOPE

This policy applies to all properties owned or managed by WPI.

The policy covers the following types of inspections:

<b>Prospective renter inspections:</b>	<i>where an applicant for housing is shown rented premises prior to an offer for housing being made (s85 and s86(1)(a))</i>
<b>Routine/planned/regular inspections:</b>	<i>routine inspections that occur once per year (s86(1)(f))</i>
<b>Pre-exit renter inspections:</b>	<i>where the premises are inspected before the renter has vacated the property (s86(1) and 86(2))</i>
<b>Post-exit renter inspections:</b>	<i>where the premises are inspected after the renter has vacated the property.</i>

## 3. POLICY STATEMENT

Inspections ensure that WPI is meeting its responsibilities under the Residential Tenancies Act 1997 (Victoria) (RTA) to maintain properties in a good condition.

Inspections also ensure renters are meeting their responsibilities under the RTA to keep the premises in a reasonable condition.

Inspections are an opportunity for WPI staff to build relationships with renters and provide renters with an opportunity to raise issues of concern around maintenance, tenancy or other matters.

## 4. APPROACH TO INSPECTIONS

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

Renters have a duty under the RTA to report all damage, defects, and any relevant property issues to WPI for action. This is stipulated in the Residential Rental Agreement and the RTA. Should inspections result in WPI seeking to recover the costs for any damage caused by renters, then renters will be referred to the Renter Damage Policy.

A renter has a duty to permit WPI staff exercising a right of entry to enter the premises in accordance with Section 89 of the RTA. If a renter does not permit WPI staff to access the premises in breach of this duty, WPI

will issue a Breach of Duty Notice. Should the renter refuse to comply with this Breach of Duty Notice within the required time, WPI will apply to Victorian Civil and Administrative Tribunal (VCAT) for a Compliance Order. If the renter fails to comply with this order, WPI may issue a Notice to Vacate.

#### 4.1 Purpose of Routine Inspections

All routine inspections of premises will be conducted by WPI’s Tenancy and Property Managers to:

- determine whether any urgent or routine repairs are required;
- ensure the premises are being maintained to the standard outlined in the Residential Rental Agreement;
- assess whether any damage has been caused to the premises by a renter and if so, assess whether this damage was intentional or accidental; and
- assess whether the premises continues to meet the needs of the renter.

Where a renter requests WPI to make alterations to the premises and such alterations are made, these will be checked during the inspection, to ascertain:

- the alterations still meet the requirements of the renter;
- the cyclical maintenance required to the alterations to the premises; and
- the condition and standard of the premises.

When undertaking routine inspections, the Tenancy and Property Manager will record any matters of concern to the renters, in addition to looking at all standard areas of property maintenance.

The Tenancy and Property Manager will carry out any inspection using previous property condition reports for the premises for reference and maintenance records purposes.

#### 4.2 Notice of Entry

WPI will give renters written notice, as per the Residential Rental Agreement and the RTA, before an inspection of the premises is carried out.

The notice will provide the following information:

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

A notice of entry will be provided by:

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

For the purposes of carrying out an inspection under the RTA, WPI is obliged to provide:

<b>At least 48 hours</b>	<ul style="list-style-type: none"> <li>• <i>To show the premises to a prospective renter:</i></li> <li>• <i>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</i></li> <li>• </li> </ul>
<b>At least seven (7) days</b>	<ul style="list-style-type: none"> <li>• <i>Entry is required to enable inspection of the premises and entry for that purpose has not been made within the last 6 months</i></li> </ul>

	<ul style="list-style-type: none"> <li>• <i>WPI will only arrange to enter the premises between 8am and 6pm on any business day.</i></li> </ul>
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It is expected that the renter will be present on the date and time agreed for the inspection. However, WPI Tenancy and Property Managers will enter the premises with a duplicate key to undertake the inspection if the renter is not home.

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

## 5. RELEVANT DOCUMENTATION

POH1803 Housing Allocation and Eligibility Policy

POH1802 Maintenance Upgrades and Repairs Policy

POH1901 Renter Damage Policy

POH1913 Rental Bond Management Policy

POH1801 Renters' Rights and Participation Policy

## 6. RELEVANT LEGISLATION AND STANDARDS

Residential Tenancies Act 1997 (Vic)

Housing Act 1983 (Vic)

Guidelines for Registered Housing Agencies published by DHHS

Performance Standards for Registered Housing Agencies

## 7. POLICY REVIEW AND VERSION CONTROL

Policy number	POH1912	Version	0.2
Approved by Board on	9 December 2021	Circular Resolution Number	12/21 1.4.9
Responsible person	CEO	Person responsible for review	Operations Manager
Reviewed on	15 April 2021	Scheduled review date	8 December 2023