

# INSPECTIONS POLICY

Providing affordable accommodation for low income  
and disadvantaged single people

## Purpose

This policy establishes the approach of St Kilda Community Housing Ltd (SCH) to fulfil its responsibilities to undertake property inspections.

## Scope

This policy applies to all rooming house properties managed by SCH.

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)
- **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

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

## Approach to Inspections

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

Inspections will ensure that SCH 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 their SCH for action. This is stipulated in the tenancy agreement and the RTA.

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

## Purpose of Routine Inspections

All inspections will be conducted by Housing Managers 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 during the inspection, taking into account:

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

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

Housing Managers will carry out an inspection using previous property condition reports, for reference and maintenance records.

## Notice of Entry

SCH 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 SCH to carry out a duty under the RTA, the tenancy agreement or any other part of the RTA including if SCH 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, SCH is obliged to provide:

**At least 24 hours**

- To show the premises to a prospective renter:

**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**

SCH 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. Housing Manager will enter the premises with a duplicate key to undertake the inspection if the tenant is not home.

SCH will hand deliver inspection notices or put under Tenant's door, unless electronic communication has been agreed to by the tenant (for example, by email or text message).

## Related policies

Related policies include;

- Housing Allocation Policy
- Eligibility Policy
- Tenant Property Damage Policy
- Access and Participation Policy
- Maintenance Policy

## Legislation and standards

This policy implements the obligations of SCH under:

- Residential Tenancies Act 1997
- Housing Act 1983 (Vic)
- Guidelines for Registered Housing Agencies published by DHHS
- Performance Standards for Registered Housing Agencies

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