Inspections Policy

Purpose
This policy establishes the approach St Kilda Community Housing (SCH) takes to fulfil its responsibilities in undertaking property inspections.

Scope
This policy applies to all properties managed or owned by SCH.

Policy statement
SCH is committed to ensuring that it carries out inspections in a manner that is consistent with:

- Meeting our contractual, legal and regulatory duties
- Assisting residents and prospective residents to understand their rights and responsibilities.
- Ensuring residents can sustain their housing through early intervention and referrals to appropriate support services.

Purpose of Inspections
SCH carries out property inspections in accordance with its obligations under the ***Residential Tenancies Act 1997*** (RTA) and its requirements under its contractual arrangements with the Department of Families, Fairness and Housing (DFFH).

This includes for the purposes of:

- Undertaking rolling three-year Property Condition Reports as part of SCH's Asset Maintenance Strategy.
- Undertaking repairs and general maintenance, including vacated maintenance.
- Conducting routine inspections, may be made only after the first 3 months of the rental agreement; thereafter every 6 months at the most.
- Undertaking pest control, fire safety, electrical safety and gas safety checks.
- Ensuring that residents are meeting their obligations under the RTA and assisting them with referral to relevant support agencies where required. For example, when an inspection reveals that the resident is showing hoarding behaviour.
- Showing prospective residents, a property prior to an offer of housing being made.

Duty of Residents
SCH residents have a duty under the provisions of the RTA to report damage to the property or a breakdown of facilities, fixtures, furniture or equipment supplied by SCH. This is also outlined in the resident's rental agreement with SCH.

Notice of Entry
SCH will provide residents with a written notice prior to an inspection. The notice may be in the form of a letter or an email if the resident has consented to receive notices electronically.

A notice of entry will be provided by:

- Post – ensuring sufficient time for delivery, or
- In person to the resident between 9:00am and 5:00pm.
- 48 hours' notice is required prior to inspection.

It is expected that residents will be present at the time of inspection. If a resident refuses access to the premised or is not home after the required notice period has been given, SCH may enter the premises without the resident present.

Related Policies
Resident Recharge Policy
Tenancy Management Policy
Asset management Policy
Asset Management Strategy
Responsive Maintenance and Repairs Policy
Planned and Cyclical Maintenance Policy
Contractors Policy

Legislation and Standards
Residential Tenancies Act 1997 (Vic)
Housing Act 1983 (Vic)
Victorian Housing Registrar Performance Standards for Registered Housing Agencies

Version control

Version No	4.0	Review frequency	3 years
Date	July 2024	Next review	July 2027