

HOA03.10 Property Inspection Policy

Purpose

This policy states YWCA Housing's responsibilities to undertake property inspections.

Scope

- This policy applies to all properties managed by YWCA Housing.
- The policy covers the following types of inspections:
 - Prospective tenant inspections.
 - Routine inspections.
 - Pre-exit tenant inspections.
 - Post-exit tenant inspections.

Policy Statement

1. Routine Inspections will be undertaken at all YWCA Housing properties every 6 months if the property has been consistently occupied since the last inspection, or every 12 months if the property was inspected when vacant within the last 6 months. The expectation is that properties are fully inspected inside and out, approximately every 6 months.
2. Inspections will ensure that YWCA Housing is meeting its responsibilities under the Residential Tenancies Act (RTA) to maintain properties in a good condition.
3. Inspections will also ensure tenants are meeting their responsibilities under the RTA to keep the premises in a reasonable condition.
4. Inspections are an opportunity for YWCA Housing staff to build relationships with tenants and provide tenants with an opportunity to raise issues of concern around maintenance, tenancy or other matters.

Notice of Inspection

- Tenants will be provided written notice, as per the RTA, prior to an inspection.
- A minimum of 24 hours' notice will be provided:
 - If entry is required to enable YWCA Housing to carry out a duty under the RTA, the Tenancy Agreement or any other part of the Act.
 - If YWCA Housing 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 minimum of 48 hours' notice will be provided:
 - If a prospective tenant requires a viewing.

- If the premises are to be sold or used as security for a loan, entry is required to show the
 - premises to a prospective buyer or lender.
- A minimum of 7 days' notice will be provided:
 - If entry is required to enable inspection of the premises and entry for that purpose has not been made within the last 6 months.
- YWCA Housing will only arrange to enter the premises between 8am and 5pm on any business day.
- It is expected that the tenant will be present at the date and time agreed. YWCA Housing staff will enter the premises with a duplicate key to undertake the inspection if the tenant is not home.

Purpose of Inspections

- Determine whether any urgent or routine repairs are required.
- Ensure properties are being maintained to the standard outlined in the tenancy agreement.
- Assess if 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.

Appendices

N/A

Responsibilities

- YWCA's National Housing Operations Manager has responsibility for ensuring that:
 - this policy is implemented, and its application monitored,
 - the policy continues to comply with relevant legislation, and
 - this policy is reviewed to evaluate its ongoing effectiveness.

Related Information

YWCA	Gaining Entry to Property Procedure
YWCA	Responsive Maintenance Policy
YWCA	Access to Properties Procedure
Legislation	Residential Tenancies Act 1997 (Vic)
Legislation	Residential Tenancies and Rooming Accommodation Act 2008 (Qld)
Legislation	Residential Tenancies Act 1999 (NT)
Standards	Housing Registrar (Vic): Performance Standards
Standards	NRSCH: Evidence Guidelines

Document Control Data	
Inspection Policy	
Responsible Officer	Director, National Housing
Accountable Officer	National Housing Operations Manager
Application	YWCA staff involved in tenancy management
Supersedes	[Not applicable: new policy]

Approval and Amendment history			
Review period – 2 years			
Approval Date	Version	Amendments	Next review
	1.0		[2 years]