**Property Inspections - Victoria**

# **Purpose**

This policy outlines the approach of YWCA Housing (YWCA) to fulfill its responsibilities to undertake property inspections.

# **Scope**

This policy applies to all residential properties owned and/or managed by YWCA.

The policy covers the following types of inspections:

* Prospective renter inspections.
* Routine inspections.
* Pre-exit renter inspections.
* Post-exit renter inspections.
* Property condition audit inspections.
* New renter inspections.

# **Policy Statement**

## **Guiding Principles**

YWCA is committed to:

* Maintaining quality relationships with renters.
* Helping renters understand their rights and responsibilities as per their rental agreement.
* Sustaining tenancies through early intervention and appropriate referrals to support services.
* Ensuring property maintenance is identified early.
* Maintaining properties to a high standard.

## **Inspections**

* Property Inspections will be undertaken at all YWCA properties to ensure that YWCA Housing is meeting its responsibilities under the Residential Tenancies Act Vic (RTA) to maintain properties in a good condition.
* Inspections will ensure renters are meeting their responsibilities under the RTA to keep the premises in a reasonable condition.
* 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**

* Renters will be provided written notice, as per the RTA, prior to an inspection.
* YWCA Housing will only arrange to enter the premises between 8am and 5pm on any business day, unless otherwise agreed by the renter.
* It is expected that the renter will be present at the date and time agreed. YWCA will enter the premises with a duplicate key to undertake the inspection if the renter is not home.

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| Document Control Data |
| Policy Framework |
| Responsible Body | Chief Executive Officer |
| Accountable Officer | General Manager, Community Housing |
| Transparency and Accessibility  | This policy will be available on the website *https://www.ywcahousing.org.au/policies/* |
| Supersedes | All previous local policies |
| Associated documents | YWCA Housing Tenancy Transfer PolicyYWCA Housing Client and Tenant Privacy PolicyYWCA Housing Rent Setting Policy |
| Legislation | Housing Act 1983 (Vic)Performance Standards for Registered Housing AgenciesResidential Tenancies Act (VIC)Charter of Human Rights and ResponsibilitiesLegal agreements between YWCA Housing and the Director of Housing relating to the VHR |

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| Approval and Amendment History |
| Review period – 2 years |
| **Approval Date** | **Version** | **Amendments** | **Next Review** |
| 24/08/21 | 1.1 | Minor wording to reflect the RTA. | 2 years |
| 12/01/2021 | 1.0 |  | 2 years |