**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 Policy  YWCA Housing Client and Tenant Privacy Policy  YWCA Housing Rent Setting Policy |
| Legislation | Housing Act 1983 (Vic)  Performance Standards for Registered Housing Agencies  Residential Tenancies Act (VIC)  Charter of Human Rights and Responsibilities  Legal 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 |