



Inspections Policy

Purpose

The aim of this policy is to outline the type, frequency and approach to inspections required for each type of property to maintain it to the best standard possible.

Scope

This policy applies to all housing programs properties owned or managed by SAH.

All staff are required to adhere to this policy.

Policy Statement

1. SAH will carry out various types of inspections to comply with its responsibilities under the Residential Tenancies Act (RTA) and the relevant Community Housing Jurisdictions.
2. For further information about these inspections refer to Appendix A.
3. Inspections will be carried out:
 - giving tenants the required notice.
 - according to procedures set out in the RTA, and
 - only for the purposes allowed under the RTA or to comply with other obligations set out below (and explained in more detail in Appendix A).
4. Standard Housing Inspections
 - Introduction or Ingoing Inspections: upon commencement of a tenancy (usually at lease sign-up).
 - Routine Inspection (typically 3 or 6 monthly in line with the Residential Tenancies Act for residential properties).
 - Other Tenanted Inspection: e.g., if a complaint has been made about the condition of the property or the tenant has requested an improvement.
 - Exit Inspections: on tenant leaving a property.
 - Vacant Tenantable Inspection: i.e., when vacant property is ready for relet.
5. Standard Asset Inspections
 - Owners Inspection (where SAH is not the owner).
 - Valuation Inspection (to value the property).
 - Smoke detector checks.
 - Essential Safety Measures Inspection (fire inspections).
 - Major Repairs or Refurbishment Inspections (to assess major repairs and/or refurbishments).
 - Asset Assessment Inspection (to determine property maintenance requirements – generally on a 3-year cycle).
6. Where possible inspections will be combined to ensure tenants have quiet enjoyment of the premises.
7. Inspection Times
 - These will typically be in normal office hours (Monday to Friday, 9am to 5pm).
 - Sometimes there is a requirement for them to be conducted outside of these times and can be any day (except a public holiday) between the hours of 8am and 6pm (excludes Sunday).

Tenant Responsibility

1. A tenant is legally required to provide access to the premises when the appropriate notice has been provided. Failure to do so is a breach of the tenancy agreement and could lead to tribunal action. If access is not permitted, SAH may issue a Breach of Duty Notice and if necessary, apply to the State Tribunal for a Compliance Order.
2. It is preferable that the tenant or their representative will be present at the date and time agreed. However, if the tenant is not home, access will be gained using a master key or a locksmith will be engaged if required.

Support Workers

If the tenant has a Support Worker, that Support Worker may be invited to attend the inspection.

Inspection Notice

1. For an inspection initiated by SAH, notice will be given in writing in line with the RTA.
2. An inspection can also be undertaken by arrangement if requested by a tenant.

By agreement

SAH can conduct an inspection at any time by agreement with the tenant. Entry to the property will be in line with the RTA.

By notice

1. Notice of Inspection will be sent to the tenant by SAH in writing (including email if applicable) outlining details of the inspection.
2. Typically, a notice will be issued in accordance with the relevant state RTA timelines.
3. When an inspection is arranged the tenant must always be provided with:
 - reason for the inspection.
 - date of inspection.
 - time of inspection (this maybe a time range).
 - landlord details.
 - who will attend (subject to change).
 - contact person and their details.
 - areas where access will be required.
 - advise that if a tenant (or nominated representative) is not available, access will be gained with the use of a master key or locksmith.

Discretion

State Managers have discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

Tenants Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Appeals Policy.

Related Documents

Policy	Appeals Policy Asset Maintenance Policy Complaints and Feedback Policy Sustainable Tenancies Policy
Legislation	National Regulatory Code National Community Housing Standards State Residential Tenancies Act and Regulation
Other Documents	Appeals Brochure Tenant Handbook

Document Control

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