



Privacy Policy

Purpose

SAH recognises the importance of privacy and is committed to upholding our obligations under the Privacy Act 1988 and relevant State Legislation.

This document sets out how SAH collects, uses, and discloses your personal information in connection with SAH service provision.

Scope

This policy applies to anyone who uses SAH services. SAH staff, contractors, board members and volunteers must all follow this policy.

This policy does not apply to:

- the personal information belonging to people who work or volunteer at SAH.
- personal information collected from people who are not using SAH's services including donors.

In these instances, The Salvation Army (TSA) Privacy Policy will apply.

If you have applied for social housing under a State Housing Register, this policy also summarises how SAH shares your personal information with other State Housing Register agencies.

All staff are required to adhere to this policy.

Policy Statement

Information Collection and Inspections

1. SAH will carry out various types of inspections to comply with its responsibilities under the Residential Tenancies Act (RTA).
2. 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).
3. 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, while its more frequently for Rooming Houses).
 - 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 Tenanted Inspection: i.e., when vacant property is ready for relet.
4. Standard Asset Inspections
 - Owners Inspection (where SAH is not the owner).
 - Valuation Inspection (to value the property).

- Smoke detector and Residual Current Device (RCD) 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).

For further information about these inspections refer to Appendix A.

5. Where possible inspections will be combined to ensure tenants have quiet enjoyment of the premises.

Inspection Times

1. Inspection Times will typically be in normal office hours (Monday to Friday, 9am to 5pm).
2. 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) and with notice given.

Responsibilities

1. A tenant is legally required to provide access to the premises when the appropriate notice has been provided.
2. Failure to do so is a breach of the tenancy agreement and could lead to tribunal action. Tasmania also has the option of the Residential Tenancy Commissioner.
3. If access is not permitted, SAH may issue a Breach of Duty Notice and if necessary, apply to the relevant state Tribunal or Court (WA and TAS) for a Compliance Order.
4. It is preferable that the tenant or their representative will be present at the date and time agreed.
5. However, if the tenant is not home, access will be gained using a master key or a locksmith will be engaged if required.
6. 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. An inspection can also be undertaken by arrangement if requested by a tenant.
2. SAH can conduct an inspection at any time by agreement with the tenant. Entry to the property will be in line with the RTA.
3. Notice of Inspection will be sent to the tenant by SAH in writing (including email if applicable) outlining details of the inspection.
4. Typically, a notice will be issued at least seven (7) days (allowing for delivery method) before an inspection is due to occur.
5. In some urgent cases notice maybe given 24 hours in advance (allowing for delivery method).
6. Specific timeframes are set out in the RTA.
7. 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.

Owners Asset Inspections

1. This is where the property is not owned by SAH, and the owner wishes to conduct an inspection. These inspections will be undertaken within the relevant tenancy agreement and will always be done with relevant notice provided.

Essential Safety Measures (ESM) Inspection

1. These inspections are typically called Fire Inspections.
2. These are required where a building has multiple units or tenancies and would typically be triggered by the inclusion of any of the following items listed below and commonly detailed on the Certificate of Occupancy.
 - active fire monitoring (smoke or heat detectors etc).
 - shared ventilation system(s) (smoke extraction, heating, cooling, air movement etc.
 - personal fire suppression equipment (fire extinguisher(s) etc).
3. This inspection is conducted by specialist contractors as prescribed with test and service protocols.
4. On occasion depending on the inspection type or results of system test(s) access into a tenable area may be required to complete a visual or manual inspection or service/repair.

Major Repairs or Refurbishment Inspection(s)

1. Where a major repair or refurbishment is being considered or delivered, inspections must be conducted by suitably qualified person(s) to support the following activities:
 - assess and scope work(s).
 - manage, monitor, and inspect work(s).
2. The purpose of these inspections is to ensure that when considering and conducting significant work(s), that it is done in such a way to minimize tenant disruption and maximise value for money.
3. Where practicable, work(s) will be scoped and delivered to support these outcomes will be prioritised for completion while the property is unoccupied.

Asset Assessment Inspection

1. All properties that have a property maintenance liability will have a minimum inspection cycle of three (3) years and will be done by a suitably qualified person.
2. The purpose of this inspection is to periodically measure and monitor asset lifecycle performance and the elements that contribute to it.
3. This is done by providing baseline data to support analytical decision making in the short, medium, and long-term across the property portfolio particularly in the following areas.
 - responsive maintenance.
 - cyclical maintenance.
 - preventative maintenance.
 - procurement performance (ad-hoc and contract).
 - property acquisition, disposal and/or redevelopment opportunities.

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	Inspections Policy Privacy Act Compliance Policy (TSA)
Legislation	National Regulatory Code National Community Housing Standards Privacy Act State Residential Tenancies Act and Regulation

Document Control

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