

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 SAHV.

All staff are required to adhere to this policy.

Policy Statement

1. Salvation Army Housing Victoria (SAHV) will carry out various types of inspections to comply with its responsibilities under the Residential Tenancies Act (RTA).
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, 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 re-let
5. Standard Asset Inspections
 - Owners Inspection (where SAHV 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

8. 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, SAHV may issue a Breach of Duty Notice and if necessary, apply to the Victorian Civil and Administrative Tribunal (VCAT) for a Compliance Order.
9. 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

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

Inspection Notice

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

By agreement

1. SAHV 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 SAHV in writing (including email if applicable) outlining details of the inspection.
2. Typically, a notice will be issued at least seven (7) days (allowing for delivery method) before an inspection is due to occur. In some urgent cases notice maybe given 24 hours' in advance (allowing for delivery method). Specific timeframes are set out in the RTA.
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

Related Documents

Policy:	Complaints and Appeals Policy
Legislation:	Residential Tenancies Act 1997 Residential Charter of Human Rights and Responsibilities Act 2006

Document Control

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