

1.0 Inspection Policy

2.0 Identification Grid

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| Policy Owner: GM Housing Supply | Portfolio: Housing Supply |
| Content Owner (Author): GM Housing Supply | |

3.0 Purpose

This policy states Launch Housing's responsibilities to undertake property inspections.

4.0 Definitions

| | |
|-----------------|---|
| RTA | Residential Tenancies Act 1997 |
| Notice of Entry | Notice provided to the tenant for entry into premises |
| DHHS | Department of Health and Human Services |

5.0 Policy Details

5.1 Scope

5.1.1 This policy applies to all properties managed by Launch Housing.

5.1.2 The policy covers the following types of inspections:

- Prospective tenant inspections.
- Routine inspections.
- Pre-exit tenant inspections.
- Post-exit tenant inspections.

5.2 Policy Principles

5.2.1 Routine Inspections will be undertaken at all Launch Housing properties every 6 months if the property has been consistently occupied since the last inspection, or every 12 months if the property was inspected when vacant within the last 6 months. The expectation is that properties are fully inspected inside and out, approximately every 6 months.

5.2.2 Inspections will ensure that Launch Housing is meeting its responsibilities under the *Residential Tenancies Act* (RTA) to maintain properties in a good condition.

5.2.3 Inspections will also ensure tenants are meeting their responsibilities under the RTA to keep the premises in a reasonable condition.

5.2.4 Inspections are an opportunity for Launch Housing staff to build relationships with tenants and provide tenants with an opportunity to raise issues of concern around maintenance, tenancy or other matters.

5.3 Notice of Inspection

5.3.1 Tenants will be provided written notice, as per the RTA, prior to an inspection.

5.3.2 A minimum of 24 hours' notice will be provided:

- If entry is required to enable Launch Housing to carry out a duty under the RTA, the Tenancy Agreement or any other part of the Act.
- If Launch Housing has reasonable grounds to believe that the tenant has failed to comply with his or her duties under the RTA or the Tenancy Agreement.

5.3.3 A minimum of 48 hours' notice will be provided:

- If a prospective tenant requires a viewing.
- If the premises are to be sold or used as security for a loan, entry is required to show the premises to a prospective buyer or lender.

5.3.4 A minimum of 7 days' notice will be provided:

- If entry is required to enable inspection of the premises and entry for that purpose has not been made within the last 6 months.

5.3.5 Launch Housing will only arrange to enter the premises between 8am and 6pm on any business day.

5.3.6 It is expected that the tenant will be present at the date and time agreed. Launch Housing staff will enter the premises with a duplicate key to undertake the inspection if the tenant is not home.

5.4 Purpose of Inspections

5.4.1 Determine whether any urgent or routine repairs are required.

5.4.2 Ensure properties are being maintained to the standard outlined in the tenancy agreement.

5.4.3 Assess if damage has been caused by a tenant and if so, assess whether this damage was intentional or accidental.

5.4.4 Assess whether the property continues to meet the needs of the tenant.

6.0 Responsibilities

| Role | Responsibilities |
|--------------------------------|---|
| General Manager Housing Supply | <ul style="list-style-type: none"> • Provide guidance and support on the implementation of the policy. |
| Group Manager and Co-ordinator | <ul style="list-style-type: none"> • Ensure staff undertaking inspections adhere to the policy. • Respond to issues that arise and support staff undertaking inspections. |

7.0 Relevant Legislation & External Documents

- Residential Tenancies Act 1997
- Housing Act 1983 (Vic)
- [Guidelines for Registered Housing Agencies published by DHHS](#)
- Housing Registrar Performance Standards for Registered Housing Agencies

8.0 Supporting Documents & Implementation Tools

- Launch Housing Maintenance and Repairs Policy
- Launch Housing End of Tenancy Policy
- Launch Housing Tenant Recharge Policy
- Launch Housing Client / Tenant Complaints and Appeals Policy