

## 1.0 Launch Housing Inspection Policy

### 2.0 Identification Grid

<b>Date first approved:</b> 30/4/2019	<b>Date of effect:</b> 29 March 2021
<b>Date last amended:</b> 29 March 2021	<b>Date of next review:</b> 29 March 2023
<b>Policy Owner:</b> GM Housing Supply	<b>Portfolio:</b> Housing Supply
<b>Content Owner (Author):</b> GM Housing Supply	

### 3.0 Purpose

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

### 4.0 Definitions

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

### 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 Renter inspections.
- Routine inspections.
- Pre-exit Renter inspections.
- Post-exit Renter 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 renters 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 renters and provide renters with an opportunity to raise issues of concern around maintenance, tenancy or other matters.

### **5.3 Notice of Inspection**

5.3.1 Renters 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 renter 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 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.
- If a prospective purchaser prior to sale (including open inspection).
- Rooming House General Inspection (where there has not been a general inspection within the previous 4 weeks).

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

- General Inspection (after the first three months of the tenancy and not within 6 months of a previous general inspection in general tenancies).
- Property valuation

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 renter 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 renter 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 renter 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 renter.

## 6.0 Responsibilities

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

## 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 Renter Recharge Policy
- Launch Housing Client / Renter Complaints and Appeals Policy

## 9.0 Version Control

Version Control	Date Effective	Approved By	Summary of Amendment
V1.0	30/4/2019	GM Keeping Housing	Required by Housing Registrar
V1.1	29/3/2021	GM Keeping Housing	Amended terminology and Notice of Inspections as per RTA changes