

INSPECTIONS POLICY

Statement of Policy

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1. Purpose

This policy establishes the approach of Eastcoast Housing to fulfil its responsibilities to undertake property inspections.

2. Scope

This policy applies to all properties managed by Eastcoast Housing under all relevant programs.

The policy covers the following types of inspections:

- **Prospective renter inspections:** where an applicant for housing is shown the premises prior to an offer for housing being made
- **Follow up (new renter) home visits:** where a premises is inspected shortly after the commencement of a new residency
- **Routine/planned/regular inspections:** routine inspections that occur twice a year (s86.1f)
- **Pre-exit renter inspections:** where the premises are inspected before the renter has vacated the property
- **Post-exit renter inspections:** where the premises are inspected after the renter has vacated the property. A Residential Rental Provider may enter any unrented property at any time.

3. Communication

Eastcoast Housing will provide clear information to renters on this policy and will ensure this policy is readily available to renters. Should inspections result in Eastcoast Housing seeking to recover the costs for any damage caused by renters, then renters will be referred to the Renter Repair Charge Policy.

4. Approach to Inspections

Inspections will be undertaken at all Eastcoast Housing properties in accordance with the RTA. These inspections will inform Eastcoast Housing on the condition of the premises and therefore will inform the program of cyclical and responsive maintenance.

Inspections will ensure that Eastcoast Housing is meeting its responsibilities under the RTA to maintain properties in a good condition.

Renters have a duty under the RTA to report all damage, defects, and any relevant property issues to their Eastcoast Housing for action. This is stipulated in the rental agreement and the RTA.

A renter has a duty to permit Eastcoast Housing staff exercising a right of entry in accordance with Section 89 of the RTA. If access is not permitted, Eastcoast Housing issue a Breach of Duty Notice. Should the renter still refuse to comply, Eastcoast Housing will apply to VCAT for a Compliance Order.

5. Purpose of Routine Inspections

All inspections will be conducted by the Housing Workers and the Property Manager to:

- determine whether any urgent or routine repairs are required,
- ensure properties are being maintained to the standard outlined in the rental agreement,

- assess whether damage has been caused by a renter and if so, assess whether this damage was intentional or accidental,
- assess whether the property continues to meet the needs of the renter.

Where a renter has requested any alterations, these will be checked during the inspection, taking into account:

- the requirements of the renter,
- the cyclical maintenance due on the property,
- the condition and standard of the property.

When undertaking inspections, the Housing Worker will record the matters of concern to renters, in addition to looking at all standard areas of property maintenance.

The Property Manager will carry out an inspection using previous property condition reports, for reference and maintenance records.

6. Support Workers

If the residency has a Support Agreement in place the support worker from that agency will be welcome and the renter can invite them to attend the inspection.

7. Notice of Entry

Eastcoast Housing will give residents written notice, as per the rental agreement and/or RTA, before an inspection.

The notice will provide the following information:

- Why entry is required (i.e. to enable Eastcoast Housing to carry out a duty under the RTA, the rental agreement or any other part of the RTA including if Eastcoast Housing has reasonable grounds to believe that the renter has failed to comply with his or her duties under the RTA or the rental agreement).

A notice of entry will be provided by:

- Post, or
- In person to the renter between 8am and 6pm

For the purposes of carrying out a duty under the RTA, Eastcoast Housing is obliged to provide:

At least 24 hours

- To show the premises to a prospective renter, and
- If the premises are to be sold or used as security for a loan and entry is required to show the premises to a prospective buyer or lender:

At least 48 hours

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

At least 7 days

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

It is expected that the renter will be present at the date and time agreed. The Housing Worker/Property Manager will enter the premises with a duplicate key to undertake the inspection if the renter is not home.

Eastcoast Housing will send inspection notices using Australia Post standard mail, unless electronic communication has been agreed to by the renter (for example, by email or text message).

8. Legislation and standards

This policy implements the obligations of Eastcoast Housing under:

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

9. Transparency and accessibility

This policy will be available on the Eastcoast Housing website www.eha.org.au

10. Acknowledgement

Eastcoast Housing acknowledges the policy work undertaken by **CHIA, Argyle Housing**, and the **Department of Health and Human Services** in developing this policy template.