

PROPERTY MANAGEMENT PROPERTY INSPECTIONS POLICY

POLICY DOCUMENT INFORMATION

Policy Name:	PROPERTY INSPECTIONS
Committee Responsible	Tenancy & Property Management C'tee
Policy Number	5.12
Date Approved by the Board	30/9/2019 and replaces all Property Inspection policies previously in effect
Effective Implementation Date:	1/10/2019
Scheduled Review Date:	1/10/2021
Scope of Policy	This Policy is to be followed by NRHC Staff and their appointed representative in conducting annual property inspections

Purpose

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

Scope

This policy applies to all properties managed by NRHC under all relevant programs

The policy covers the following types of inspections:

- **Prospective Tenant-Member inspections:** where an applicant for housing is shown the premises prior to an offer for housing being made (s86.1a)
- **Follow up (new Tenant-Member) home visits:** where a premises is inspected shortly after the commencement of a new tenancy (s86.1c)
- **Routine/planned/regular inspections:** routine inspections that occur once a year (s86.1f)
- **Pre-exit Tenant-Member inspections:** where the premises are inspected before the Tenant-Member has vacated the property (s86.2)
- **Post-exit Tenant-Member inspections:** where the premises are inspected after the Tenant-Member has vacated the property.

Communication

NRHC will provide clear information to Tenant-Members on this policy, and will ensure this policy is readily available to Tenant-Members. Should inspections result in NRHC seeking to recover the costs for any damage caused by Tenant-Members, then Tenant-Members will be referred to the TENANT-MEMBER-MEMBER & NRHC MAINTENANCE RESPONSIBILITIES POLICY.

Approach to Inspections

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

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

Tenant-Members have a duty under the RTA to report all damage, defects, and any relevant property issues to their NRHC for action. This is stipulated in the tenancy agreement and the RTA.

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

Purpose of Routine Inspections

All inspections will be conducted by the NRHC Property management Officer (PMO) to:

- Determine whether any urgent or routine repairs are required,
- Ensure properties are being maintained to the standard outlined in the tenancy agreement,
- Assess whether damage has been caused by a Tenant-Member and if so, assess whether this damage was intentional or accidental,
- Assess whether the property continues to meet the needs of the Tenant-Member.

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

- Requirements of the Tenant-Member,
- Cyclical maintenance due on the property,
- Condition and standard of the property.

When undertaking inspections, the PMO will record the matters of concern to Tenant-Members, in addition to looking at all standard areas of property maintenance.

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

The NRHC will jointly inspect properties under its management with a registered building practitioner at least once in every three year period to record and prepare a report on each property condition, estimated costs of immediate repairs and projected maintenance costs over a 20 year future period.

Support Workers

If the tenancy has a Support Agreement in place, the NRHC and/or the Tenant-Member may request the support worker from that agency attend the inspection.

Notice of Entry

NRHC will give residents written notice, by letter and/or mobile phone TEXT message, as per the tenancy agreement and RTA, before an inspection.

The notice will provide the following information:

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

A notice of entry will be provided by either:

- Post;
- By Mobile Phone TEXT Message; or
- In person to the Tenant-Member-Member between 8am and 6pm

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

At least 24 hours

- To show the premises to a prospective renter, and

At least 24 hours

- If the premises is 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 7 days

- Entry is required to enable the annual inspection of the premises

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

It is expected that the Tenant-Member will be present at the date and time agreed. The PMO will provide prior notice to the Tenant-Member that he intends to enter the premises with a duplicate key to undertake the inspection if the Tenant-Member is not home.

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

Related policies

TENANT-MEMBER-MEMBER & NRHC MAINTENANCE RESPONSIBILITIES POLICY

CONDITION REPORT (TENANT-MEMBER EXIT/COMMENCEMENT) PROCESS

PROPERTY COMPLAINT PROCESS

NEIGHBOURS POLICY

TENANT-MEMBER MEMBER FUNDED WORKS APPLICATION AND CONSENT PROCESS

Legislation and standards

This policy implements the obligations of NRHC under:

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

Transparency and accessibility

This policy will be available on the NRHC website www.nrhc@coop