

WINTRINGHAM HOUSING HOUSE INSPECTION POLICY

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Purpose To outline the circumstances and process for entering a resident's property due to the annual general house inspection.

Policy Statement Staff will be subject to entry regulations in accordance with the Residential Tenancies Act (RTA) 1997, when entering Wintringham owned and/or managed properties.

A general inspection can occur due to annual house inspections, inspections of maintenance works, damage created by resident or by an "Act of God".

Commitment Wintringham Housing is committed to:

- ensuring that all their properties are maintained to a high standard.
- supporting renters to manage living independently.

Scope This policy applies to all rental properties owned or managed by Wintringham Housing.

Definitions

Owned properties owned by Wintringham Housing.

Managed properties managed on behalf of another owner of the property.

Inspections checking conditions of properties.

RTA Residential Tenancy Act 1997

Responsibilities

Manager - HHS or delegate are responsible for ensuring their staff act in accordance with the policy and the RTA.

Tenancy Manager or delegate are responsible for ensuring their staff act in accordance with the policy and the RTA.

Renter have a duty under the RTA to report all damage, defects, and any relevant property issues to their Tenancy Management Worker for action. This is stipulated in the residential agreement and the RTA. Reports of damage that require repairs will initiate an inspection to assess the nature of the damage and the repairs required.

Procedure 1. To conduct a house inspection, a letter will be sent out to the renter detailing the date and time of inspection (Section 85 Residential Tenancies Act).

If access is not permitted and the renter will not arrange for another date of inspection, Wintringham Housing can issue a Breach of Duty Notice. Should the renter still refuse entry,

Wintringham Housing can apply to VCAT for a Compliance Order.

1.1 Entry of rented premises

A rental provider or the rental provider's agent has a right to enter rented premises together with any persons who are necessary to achieve the purpose of the entry

- a) at any time agreed with the renter if the renter has consented not more than 7 days before the entry; or
- b) for a purpose set out in section 86 of the *Residential Tenancies Act 1997*, at any time between 8 a.m. and 6 p.m. on any day (except a public holiday) if at least 24 hours' notice has been given to the renter in accordance with section 88 of the *Residential Tenancies Act 1997*.

2. Where possible, 2 staff members are to enter the property, to conduct the house inspection.

2.1 Knock on the door or bell at least two times, allowing a reasonable time for the resident to answer the door. Call out to the resident.

2.2 If staff feel unsafe or see evidence of unusual, suspicious or criminal activity, they must contact the police on '000' immediately and notify their Manager.

3. If no one is at home and it is safe to do so, enter the house to conduct the inspection, ensuring that you do not stay any longer than is required.

4. If possible conduct the following:

- Check to ensure taps, oven, all exhaust fans and heaters are working and confirm with the renter
- Check under cupboards that have sinks for water leaks
- Check bathroom and laundry for mould and water leaks throughout
- Check or ask the renter if all window coverings are working and windows are opening and closing
- Check water tanks in back yard are not leaking and the opening is not full of debris
- Give updated fridge magnet, if not visible on the renter's fridge
- Ensure fire evacuation instructions are displayed on the wall
- Ensure each key lock is checked: code is working and spare key inside (at Wintringham's cost)
- Check the property for signs of hoarding. If support is available, liaise with support around further assistance. If not, refer resident to support for assistance. Arrange are to revisit the property in 4-6 weeks time with support

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- Check for damage to the property
 - Check the front and back yard to ensure the mulch is up to level and there are no trip hazards
 - Inspect around at any surrounding trees to ensure no low hanging branches
 - General inspection of gutters, to ensure they are free of debris
 - General inspection of roof, to see if there are any loose tiles or roofing sheets
 - Ask the renter if they have any issues to report.
5. If there is an identification of an at risk tenancies during the inspection of the property, Wintringham staff may make an assessment of whether the renter requires support to meet their tenancy responsibilities, and effectively sustain their tenancy.
6. After inspection, all maintenance jobs will be logged onto Chintaro, with a brief note under the renters section including:
- date of inspection
 - state of general maintenance reported (i.e clean and tidy)
 - any supports offered (i.e. home help etc)

If required, update key safe code sheet.

The General Inspection Form will be filed in the renter's folder. If requested, the renter can have a copy of the inspection form.

7. Wintringham staff may inspect works that have been carried out or inspect damage that has been caused by weather (i.e. rain, flooding etc.) or renter damage.

Arrangements will be made directly with the renter to schedule an inspection and to ensure that the renter is at home.

Related Documents

TMM 1.16c Annual General Inspection Letter
TMM 1.16a General Inspection Form
Residential Tenancies Act 1997
Housing Act 1983 (Vic)
Guidelines for Registered Housing Agencies published by DFFS
Performance Standards for Registered Housing Agencies

Authorisation

This policy has been authorised by General Manager – Homelessness and Client Support Services in August 2021.

This policy is published on the Wintringham website www.wintringham.org.au

