

Inspections Policy

1. Policy Statement

Uniting Vic.Tas (Uniting) provides tenancy and asset management services for community housing to Uniting Housing Victoria (Uniting Housing), a Registered Housing Provider.

This policy explains how property inspections are conducted by Uniting, in accordance with the relevant legislation of the *Residential Tenancies Act 1997* (RTA).

2. Scope

This policy applies to all Uniting Housing community housing tenancies which include, but are not limited to, tenancies in:

- Properties owned by Uniting Housing (Victoria) and Uniting Vic.Tas for use as long-term community housing (social and affordable); and
- Properties leased by Uniting Housing (Victoria) from Homes Victoria or other owners for long term, transitional or affordable community housing, where Uniting has responsive maintenance responsibility.

3. Guiding principles

In applying this policy Uniting will ensure:

- We meet our contractual, legal, and regulatory duties and obligations
- We ensure our rental properties are well maintained and meet Minimum Standards required under the RTA
- We help renters understand their rights and responsibilities under their Residential Rental Agreement

4. Purpose of Property Inspections

Uniting inspects properties to carry out the duties as a rental provider in accordance with the RTA.

The reasons Uniting may conduct an inspection are:

- Conducting a routine general inspection (may occur after 3 months of a new tenancy and at least every 12 months after that)
- Inspections associated with repairs and maintenance
- Undertaking inspections for fire safety, electrical safety and gas safety
- Completing a property condition audit to inform asset management
- Having the property valued
- If the renter is not meeting their obligations in the Residential Rental Agreement
- Condition report exit inspection
- Showing the property to a prospective renter

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- If there are family violence proceedings in Victorian Civil and Administrative Tribunal (VCAT)
- Selling the property
- Vacated property inspections

Property inspections are a key activity to support Uniting to meet its responsibilities under the RTA and maintain properties in a good condition.

Property inspections are also an opportunity for Uniting to build relationships with renters, and to enable renters to raise any tenancy and maintenance matters.

As a social housing provider, Uniting has an obligation to combine responsibilities for property management and concern for the wellbeing of renters and their household. This means that Uniting may also use property inspections as an opportunity to discuss relevant support services, community activities or personal wellbeing (see **Sustainable Tenancies Policy**).

5. How Uniting conducts inspections

Uniting will give the required notice in writing prior to conducting a property inspection at an occupied dwelling. It is expected that renters will be present at the date and time of the inspection. If the renter is not home after the required notice period has been given, Uniting may enter the premises without the renter present.

Renters can expect that, when planning and conducting property inspections, Uniting will:

- Meet the minimum notice requirements of the RTA
- Carry Uniting identification
- Clearly communicate the outcomes of the inspection and timeframes for any agreed action items
- Keep a written record of any agreements made during the inspection,
- Clearly explain the purpose of photos if they are taken during the inspection.

A renter cannot refuse access to their dwelling for an inspection if it is for a reason recognised under the RTA and Uniting has given proper notice.

More information about inspections including minimum notice periods is found at:

www.consumer.vic.gov.au/housing/renting/rental-providers-inspecting-or-entering-a-property/when-a-rental-provider-can-enter-a-property

6. Definitions

Term	Meaning
Affordable housing	Rental housing where rent is charged at less than market level

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Term	Meaning
Community housing	Rental housing owned and/or managed by a registered community housing provider
Inspection	Entry to a rented property by the rental provider or their agent/contractor for a reason allowed under the <i>Residential Tenancies Act 1997</i>
Notice	Communication to renter – generally in writing
Residential Rental Agreement	Legal agreement between a rental provider (landlord) and renter (tenant) to rent a home
RTA	Residential Tenancies Act 1997
VCAT	Victorian Civil & Administrative Tribunal. A legal institution set up to administer several Acts. For residential tenancies, the Tribunal administers the Residential Tenancies Act 1997

7. Transparency and accessibility

This policy will be available on the Uniting Housing and Uniting Vic. Tas websites

If you require this policy in a language other than English, or in accessible format please contact Uniting.

This policy will be fully reviewed within 3 years of the approval date.

8. Legislation/Regulations

This policy implements the obligations of Uniting under:

- Housing Act 1983
- Residential Tenancies Act 1997
- Residential Tenancies Regulations 2021
- Service Level Agreement between Uniting Vic Tas and Uniting Housing

9. Related Documents

Inspection Procedures

Repairs and Maintenance Policy and Procedures

Uniting Asset Management Policy

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