

THE HAVEN FOUNDATION

INSPECTIONS POLICY

Purpose

This policy establishes the approach of The Haven Foundation to fulfil its responsibilities to undertake property inspections.

Scope

This policy applies to all properties that are owned or leased by The Haven Foundation.

The policy covers the following types of inspections:

- **Prospective tenant inspections**: where an applicant for housing is shown the premises prior to an offer for housing being made (s86.1a)
- **Follow up (new resident) 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 twice a year (s86.1f)
- **Pre-exit resident inspections**: where the premises are inspected before the resident has vacated the property (s86.2)
- **Post-exit tenant inspections**: where the premises are inspected after the resident has vacated the property.

Communication

The Haven Foundation (THF) or its agent will provide clear information to residents on this policy, and will ensure this policy is readily available to residents.

Approach to Inspections

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

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

Residents have a duty under the RTA to report all damage, defects, and any relevant property issues to THF for action. This is stipulated in the tenancy agreement and the RTA.

A resident has a duty to permit THF or its agent right of entry in accordance with Section 89 of the RTA. If access is not permitted, THF or its agent will issue a Breach of Duty Notice. Should the resident still refuse to comply, THF will apply to VCAT for a Compliance Order.

Purpose of Routine Inspections

All inspections will be conducted by THF or its agent 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 resident and if so, assess whether this damage was intentional or accidental,
- assess whether the property continues to meet the needs of the resident.

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

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

When undertaking inspections, THF or its agent will record the matters of concern to residents, in addition to looking at all standard areas of property maintenance.

THF or its agent will carry out an inspection using previous property condition reports, for reference and maintenance records.

Support Workers

If the tenancy has a Support Agreement in place the support worker from that agency will be invited to attend the inspection.

Notice of Entry

THF or its agent will give residents written notice, 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 THF or its agent to carry out a duty under the RTA, the tenancy agreement or any other part of the RTA, including THF or its agent has reasonable grounds to believe that the resident has failed to comply with his or her duties under the RTA or the tenancy agreement).

A notice of entry will be provided by:

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

For the purposes of carrying out a duty under the RTA, THF or its agent is obliged to provide:

At least 24 hours

- To show the premises to a prospective renter
- 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

THF or its agent will only arrange to enter the premises between 8am and 6pm on any business day.

It is expected that the resident will be present at the date and time agreed. THF or its agent will enter the premises with a duplicate key to undertake the inspection if the resident is not home.

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

Legislation and standards

This policy implements the obligations of THF or its agent under:

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

THF acknowledges the policy work undertaken by CHIA (Vic) in developing this policy

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