

Inspection Policy



Owner:	Kate Ogilvie
Version:	2
Endorsed by:	Judy Line
Issue date:	29 January 2024
Review date:	29 January 2026

1. Purpose

This policy outlines how and why inspections are conducted at WHL properties and informs renters of their rights and obligations when WHL is undertaking an inspection of their rental property.

2. Scope

This policy applies to all properties managed by WHL except for rooming house properties.

3. General information about inspections

Inspections are conducted at all WHL properties in accordance with the Residential Tenancies Act 1997 ("The RTA"). Inspections enable WHL to check the condition of the property and ensure that it is being maintained in good repair. It enables WHL to plan for cyclical maintenance works.

Inspections are also an opportunity to ensure the property is clean and free from damage and provide an opportunity for renters to raise issues with their Tenancy Officer. Renters should always report any defects, damage, or other property issues to WHL as soon as they arise instead of waiting for their property inspection.

WHL will always enter properties in a reasonable manner with respect for the renter's home and privacy. WHL will only stay as long as required to complete the inspection.

Renters are encouraged to be present while inspections take place and are welcomed to invite their support worker to attend.

4. Types of inspections

The most common type of inspection is a general or routine inspection. These occur on a six-monthly basis (or 3 months after the tenancy commences) and allow WHL to document the condition of the property and identify any issues related to the tenancy. At a general inspection, WHL will:

- Update information about the condition of the property
- Confirm if household composition or needs have changed
- Identify if renters need to be linked with support services
- Confirm that renters are meeting their obligations under their rental agreement and the RTA

For renters who are vacating, WHL will also arrange an inspection before the exit date to review the condition of the property and discuss arrangements for ending the tenancy or showing the property to another prospective renter.

Where WHL has reasonable grounds to believe a renter has failed to comply with duties under their rental agreement or the RTA, an inspection may be arranged to investigate issues related to the suspected failure to comply.

Other reasons for inspections might include:

- the property needs to be shown to a lender
- there are maintenance works that needs to be carried out
- the property is a THM and the real estate or owner wish to inspect
- the property is being valued or sold
- WHL need to meet its legal obligations (i.e., inspecting fire safety equipment).

5. Frequency

WHL will conduct general inspections of all properties every six months.

In line with requirements under the RTA, general inspections will not occur more frequently than this. However, other inspections may occur more frequently if there is a specific reason for the inspection such as the examples provided above.

6. Communication

WHL will provide clear information to renters on this policy and will ensure this information is readily available to renters.

Where an inspection is being arranged, WHL will provide written details to confirm the purpose of the inspection and remind renters that they are welcome to be present and to have a support person with them during the visit if they choose.

Should inspections result in the identification of damage that may be the responsibility of the renter, WHL will investigate the matter in line with the Renter Damage Policy.

7. Notices of Entry

Unless an arrangement is made with the agreement of a renter to visit the property at a certain date and time, WHL will give renters a written notice of the inspection in the form of a Notice of Entry. Renters are permitted by law to provide access and failure to do so will result in a Breach Notice being issued.

A notice of entry will be provided by post or in person to the renter and will only request access between the hours of 8am and 6pm.

The notice will provide clear information on why entry is required and the time and date that the inspection will take place.

If the renter is not home but a notice has been served, WHL will continue to enter the property and conduct the inspection.

The minimum notice periods for inspections are outlined below:

MINIMUM NOTICE PERIODS FOR ENTRY		
PURPOSE	NOTICE PERIOD	SECTION OF RTA
General Inspection (after the first three months of the tenancy and not within 6 months of a previous general inspection)	7 Days	S 86(1)(f)
Property valuation	7 Days	S 86(1)(d)
Inspection with prospective purchaser prior to sale	48 hours	S 81(1)(b)
Following a NTV, to allow inspection by prospective renters where the premises are to be re-let	48 hours	S 81(1)(a)
Carrying out a duty under the RTA or any other Act	24 Hours	S 86(1)(c)
Reasonable grounds to believe the renter has failed to comply with their duty under an Act or the rental agreement	24 Hours	S 86(1)(e)

8. Health and safety

WHL will ensure inspections take place in a manner that does not risk the health and safety of renters. Likewise, renters should ensure that there are no risks to workers carrying out inspections related to their use of the property. For example, if there is a dog at the property that might cause a risk to a worker visiting the property, the renter should advise the worker of this and keep the dog safely restrained.

WHL staff will not enter a property if they deem that there is a risk to their health or safety. If staff identify a risk during an inspection, they will exit the property immediately and make alternative arrangements.

9. Privacy

WHL staff may take photographs or videos of the exterior and interior of properties. If this occurs, all data will be stored securely on WHL's internal server. If photographs must be taken to be used for advertising, WHL will give the renter ample notice so they can remove any belongings that may identify them.

For more information about how WHL handle data, see WHL's Privacy and Confidentiality Policy.

10. Legislation and standards

This policy implements the obligations of WHL under:

- Residential Tenancies Act 1997 (Vic)
- Privacy Act 1988 (Cth)
- Performance Standards for Registered Housing Agencies

The relevant legal rights and duties in relation to inspections are contained in Division 8 of the RTA.

11. Related policies

- Renter Damage Policy
- Managing Hoarding and Squalor Policy
- Managing Abandoned Goods Policy
- Ending Tenancies Policy
- Bond Management Policy
- Renter Dispute Policy
- Asset Management Policy
- Renters Rights and Participation