

# Inspection Policy

24 April 2019



## Document Information

**Title:** Inspection Policy  
**Owner:** Veronica Hunt  
**Version:** 1  
**Endorsed by:** Judy Line  
**Issue date:** 24 April 2019  
**Review date:** 24 April 2021

## Revision History

Issue date	Version	Revision description
24 April 2019	1	Created for website

## Contents

<b>Document Information .....</b>	<b>1</b>
<b>1. Purpose .....</b>	<b>3</b>
<b>2. Scope .....</b>	<b>3</b>
<b>3. Communication .....</b>	<b>3</b>
<b>4. Approach to Inspections.....</b>	<b>3</b>
<b>5. Support Workers .....</b>	<b>3</b>
<b>6. Notice of Entry .....</b>	<b>3</b>
<b>7. Related policies.....</b>	<b>4</b>
<b>8. Legislation and standards.....</b>	<b>4</b>
<b>9. Transparency and accessibility.....</b>	<b>4</b>

## 1. Purpose

This policy establishes the approach of Women's Housing Ltd to fulfil its responsibilities to undertake property inspections.

## 2. Scope

This policy applies to all properties managed by WHL under all relevant programs.

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 tenant) 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 tenant inspections:** where the premises are inspected before the tenant has vacated the property (s86.2)
- **Post-exit tenant inspections:** where the premises are inspected after the tenant has vacated the property.

## 3. Communication

WHL will provide clear information to tenants on this policy, and will ensure this policy is readily available to tenants. Should inspections result in WHL seeking to recover the costs for any damage caused by tenants, then tenants will be referred to the Tenant Recharge Policy.

## 4. Approach to Inspections

Inspections will be undertaken at all WHL properties in accordance with the RTA.

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

Tenants have a duty under the RTA to report all damage, defects, and any relevant property issues to WHL for action.

## 5. Support Workers

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

## 6. Notice of Entry

WHL will give residents written notice, as per the tenancy agreement and RTA, before an inspection.

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

WHL will send inspection notices using Australia Post standard mail, unless electronic communication has been agreed to by the tenant.

## **7. Related policies**

- Tenant Related Damage Policy
- Transitional Housing Management guidelines.
- Managing Squalor and Hoarding Policy
- Allocations in Rooming Houses and Community Housing
- Relocations Policy
- Tenants Rights and Participation
- WHL Maintenance Policy

## **8. Legislation and standards**

This policy implements the obligations of WHL under:

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

## **9. Transparency and accessibility**

This policy will be available on the WHL website [www.womenshousing.com.au](http://www.womenshousing.com.au)