

## PURPOSE

The aim of this policy is to outline the type, frequency and approach to inspections required for each type of property to maintain it to the best standard possible.

## SCOPE

This policy applies to all properties managed by SAHV.

## POLICY

SAHV will carry out various types of inspections to comply with our responsibilities under the Residential Tenancies Act [RTA]. Inspections will be carried out:

- giving tenants the required notice;
- according to procedures set out in the RTA; and
- only for the purposes allowed under the RTA or to comply with other obligations we have as set out below (and explained in more detail in Appendix A).

### *Standard Housing Inspections*

- **Introduction Inspections:** on commencement of a tenancy (usually at lease sign-up)
- **Routine Inspection** (typically every 6 months)
- **Other Tenanted Inspection:** eg if a complaint has been made about the condition of the property or the tenant has requested an improvement
- **Exit Inspections:** on tenant leaving a property
- **Vacant Tenatable Inspection:** ie when vacant property is ready for relet

For further information about these inspections refer to Appendix A.

### *Standard Asset Inspections*

- **Owners Inspection** (where SAHV is not the owner)
- **Valuation Inspection** (to value the property)
- **Smoke detector checks**
- **Essential Safety Measures Inspection** (fire inspections)
- **Major Repairs or Refurbishment Inspections** (to assess major repairs and/or refurbishments)
- **Asset Assessment Inspection** (to determine property maintenance requirements – generally on a 3 year cycle)

For further information about these inspections refer to Appendix A

Where possible inspections will be combined to ensure tenants have quiet enjoyment of the premises.

### Inspection Times

These will typically be in normal office hours (Monday to Friday / 9am to 5pm).

Sometimes there is a requirement for them to be conducted outside of these times and can be any day (except a public holiday) between the hours of 8am and 6pm.

### Tenant Responsibility

A tenant has a duty to allow SAHV staff a right of entry when the appropriate notice has been given. If access is not permitted, SAHV may issue a Breach of Duty Notice and if necessary, apply to VCAT for a Compliance Order.

It is preferable that the tenant or their representative will be present at the date and time agreed. However, if the tenant is not home, access will be gained using a master key or a locksmith will be engaged if required.

### Support Workers

If the tenant has a Support Worker, that Support Worker may be invited to attend the inspection.

### Inspection Notice

An inspection can be arranged by agreement or by SAHV giving the tenant notice.

#### *By agreement*

SAHV can conduct an inspection at any time by agreement with the tenant. Entry to the property must not be more than seven (7) days after agreement with the tenant.

#### *By notice*

Notice of Inspection will be sent to the tenant by SAHV in writing (including email if applicable) outlining details of the inspection. Typically a notice will be issued at least seven (7) days (allowing for delivery method) before an inspection is due to occur. In some urgent cases notice maybe given 24 hours' in advance (allowing for delivery method).

When an inspection is arranged the tenant must always be provided with;

- reason for the inspection,
- date of inspection,
- time of inspection (this maybe a time range),
- landlord details,
- who will attend (subject to change),
- contact person and their details,
- areas where access will be required,
- advise that if a tenant (or nominated representative) is not available, access will be gained with the use of a master key or locksmith.

## APPENDIX A

### **HOUSING INSPECTIONS**

#### **Introduction Inspection**

These are conducted at the start of a tenancy typically at lease signup.

During this inspection a Housing Worker will complete a Property Condition Report which includes where applicable any chattels (white goods, furniture, small goods etc.) relevant to the tenancy and detail any responsive or outstanding planned maintenance works required.

#### **Routine Inspection**

All properties will be inspected between (3) three to six (6) months from the start of a tenancy. They will repeat on six (6) monthly intervals for the duration of a tenancy.

During this inspection Housing Workers check off the Property Condition Report and detail any responsive works required on the property. Housing Workers will also check the condition of completed and on-going maintenance works (responsive, contracted garden contractors etc.) where applicable. They will also seek feedback from the tenant(s) residing at the property on contractor performance.

#### **Other Tenanted Inspection**

It may be necessary to inspect a property for other reasons – e.g. if a complaint has been made about the condition of the property.

#### **Exit Inspection**

All properties are inspected upon vacancy and property status becoming Vacant Untenable (VUT). At this time, Housing Workers will ascertain:

- a. Whether there are goods left behind that need to be processed,
- b. If the property is in the same condition as per the Property Condition Report less fair wear and tear,
- c. If chattels (white goods, furniture, small goods etc.) listed on the Property Condition Report are still present,
- d. If locks need to be changed and/or keys replaced,
- e. If monies owed to the tenant including Bond can be released based on the outcomes of 'a', 'b', 'c' or 'd' above
- f. Any responsive maintenance that maybe required and if it needs to be undertaken before re-tenanting property.
- g. Any chattels (white goods, furniture, small goods etc.) that may be required – only when applicable.

#### **Vacant Tenatable Inspection**

Inspections will be undertaken prior to a property status being changed to Vacant Tenatable (VT) and a sign-up arranged. The purpose is to ensure a property is in good condition and tenatable which will include any items identified in the Exit Inspection.

### **ASSET INSPECTIONS**

#### **Owners Inspection**

This is where the property is not owned by SAHV and the owner wishes to conduct an inspection.

#### **Valuation Inspection**

This is where the property has a complete inspection for the purposes of ascertaining its monetary value.

**Smoke Detector Inspection**

This is where the property has a domestic smoke detector that requires annual testing and/or battery change.

**Essential Safety Measures (ESM) Inspection**

These inspections are typically called Fire Inspections. These are required where a building has multiple units or tenancies and would typically be triggered by the inclusion of any of the following items listed below and commonly detailed on the Certificate of Occupancy;

- active fire monitoring (smoke or heat detectors etc.)
- active fire suppression or fire fighting systems (sprinklers, wet risers etc.)
- critical passive fire and smoke control systems (fire doors, smoke seals etc.)
- shared ventilation system(s) (smoke extraction, heating, cooling, air movement etc.)
- Personal fire suppression equipment (Fire extinguisher(s) etc.)

This inspection is conducted by specialist contractors as prescribed with test and service protocols. On occasion depending on the inspection type or results of system test(s) access into a tenable area may be required to complete a visual or manual inspection or service/repair.

**Major Repairs or Refurbishment Inspection(s)**

Where a major repair or refurbishment is being considered or delivered inspections must be conducted by suitably qualified person(s) to support the following activities:

- Assess and scope work(s),
- Quote/price work(s),
- Carryout work(s),
- Manage, monitor and inspect work(s).

The purpose of these inspections is to ensure that when considering and conducting significant work(s), that it is done in such a way to minimize tenant disruption and maximise value for money. Where practicable, work(s) will be scoped and delivered to support these outcomes will be prioritised for completion while the property is unoccupied.

**Asset Assessment Inspection**

All properties that have a property maintenance liability will have a minimum inspection cycle of three (3) years and will be done by a suitably qualified person. Inspection frequency will be dependent on current information known about the property and its condition. Where practicable these inspections will be included with another type of inspection.

The purpose of this inspection is to periodically measure and monitor asset lifecycle performance and the elements that contribute to it. This is done by providing baseline data to support analytical decision making in the short, medium and long-term across the property portfolio particularly in the following areas;

- responsive maintenance,
- cyclical maintenance,
- preventative maintenance,
- component upgrades or replacement,
- property refurbishment (in part or full),
- procurement performance (ad-hoc and contract),
- property acquisition, disposal and/or redevelopment opportunity's.