

## H07 Property Inspection

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### 1. Purpose

YWCA Housing and YWCA National Housing (YWCA) are committed to creating successful and sustainable tenancies through the practice of clear and fair processes. This policy outlines YWCA's responsibilities to undertake property inspections.

### 2. Scope

This policy applies to all housing owned and/or managed by YWCA and will always consider the YWCA and/or other program guidelines associated with the specified dwelling.

The policy covers the following types of inspections:

- Routine inspections.
- Outgoing/final inspections.
- Ad hoc inspections in response to upgrade works or a tenant maintenance request.
- After insurable events (fire, storm, flood, tenant damage etc.).

### 3. Policy Aim

This policy applies to all housing owned and/or managed by YWCA and will always consider the YWCA and/or other program guidelines associated with the specified dwelling.

### 4. Policy Statement

YWCA has a commitment to ensure that its properties remain in good repair and tenants are meeting their property standards responsibilities throughout their tenancy, and return their place of residence to YWCA in an acceptable condition, based on the Property Condition Report issued at the start of their tenancy.

Routine Inspections will be undertaken at all YWCA properties every 6 months if the property has been consistently occupied since the last inspection, or every 12 months if the property was inspected when vacant within the last 6 months. The expectation is that properties are fully inspected inside and out, approximately every 6 months. There may be some circumstances where inspections may be deemed to be required more frequently. These inspections timeframes will always adhere to allowable frequencies as stipulated in the appropriate Residential Tenancy Act (RTA) for the location of the property.

Inspections ensure that YWCA is meeting its responsibilities under the Residential Tenancies Act (RTA) and associated Community Housing Standards and Regulations to maintain properties in a good condition. Inspections also allow YWCA to ensure residents/renters/tenants are meeting the responsibilities of their tenancy agreement to maintain their premises in a reasonable condition.

Inspections provide an opportunity for YWCA staff to build relationships with residents/renters/tenants and

provide an opportunity for residents/renters/tenants to raise issues of concern around maintenance, their tenancy or other matters with their YWCA Community Housing Officer.

## 5. Definitions

Householder	means a registered adult occupant of any YWCA premises
Notice of Inspection	means the written communication sent to a resident/renter/tenant advising them YWCA will be attending their home to conduct an inspection
Routine Inspection	means the regular inspection conducted by YWCA throughout a tenancy to check on the repair of the home and how its being looked after by the resident/renter/tenant
Outgoing/final inspection	means the inspection conducted by YWCA after a resident/renter/tenant has vacated the property and handed back their keys to YWCA. This inspection is conducted using the Property Condition Report to assess the ingoing condition of the home and takes account of fair wear and tear during the tenancy
Pre-exit inspection	means the inspection conducted by YWCA with the resident/renter/tenant prior to them vacating the property to assess and make clear any works, cleaning, repair the tenant needs to complete before they leave
Property Condition Report	means the report given to the resident/renter/tenant when they first begin their tenancy that documents the condition of the home at the time. This is used at outgoing/final inspection to assess the returned condition of the property to YWCA

## 6. Notice of Inspection

YWCA will ensure that:

- Residents/Renters/Tenants are provided written notice, as per the RTA, prior to an inspection.
- The minimum notice period applicable with the RTA for the location of the property will be provided if entry is required.
- YWCA will only arrange to enter the premises between 8am and 5pm on a business day.
- It is expected that a householder will be present at the date and time agreed. YWCA staff will enter the premises with a duplicate key to undertake the inspection if a householder is not home and has not arranged another mutually agreed date and time.
- Residents/Renters/Tenants are given the opportunity to be present at the inspection and may request an alternative date and time if a valid reason for rescheduling is provided prior to an inspection.

## 7. Purpose of Inspections

YWCA undertakes property inspections for a variety of reasons including, but not limited to:

- Determining whether any urgent or routine repairs are required.
- Ensuring properties are being maintained to the standard outlined in the tenancy agreement and supporting residents/renters/tenants to sustain their tenancy.
- Ensuring household composition and occupancy information is accurate and up-to-date.
- Assessing if damage has been caused by a householder, occupant or their visitor, and if so, assess whether this damage was intentional or accidental.
- Assessing whether the property continues to meet the needs of the tenant.

## 8. Complaints, Feedback and Appeal of decisions

YWCA has an effective and appropriate response in place to deal with complaints and ensures that accurate information and records of investigations are maintained. YWCA will ensure that privacy principles are followed at all times and tenant confidentiality is maintained throughout the incident management process.

YWCA welcomes anyone to query any decisions we make and/or ask questions about our work practices. If a customer wishes to provide feedback to YWCA and/or believes a decision made by us is incorrect, they can register their feedback and/or lodge an appeal using the YWCA Feedback and Appeals Policy.

Document Control Data	
Policy Framework	
Responsible Body	Chief Executive Officer
Accountable Officer	General Manager, Community Housing
Application	All employees of YWCA
Supersedes	All previous local policies
Associated documents	YWCA Housing Policies and Procedures YWCA Feedback and Appeals Policy and Procedures YWCA Privacy Policies and Procedures YWCA Customer Service Charter
Legislation, Frameworks, Standards, Codes and Agreements	Housing Assistance Act 1996 (COM) Housing Act 1983 (VIC) Housing Act 2003 (QLD) Housing Regulations 2015 (QLD) Housing Act 1982 (NT) Residential Tenancies Act 1997 (VIC) Residential tenancies & Rooming Accommodation Act 2008 (QLD) Residential Tenancies Act 1999 (NT) National Affordable Housing Agreement Victorian Charter of Human Rights and Responsibilities Act 2006 Queensland Human Rights Act 2019 National Community Housing Standards Department of Human Services Standards (VIC) Consumer Charter for Community Managed Housing and Homelessness Services (VIC) National Community Housing Regulatory Code Victorian Community Housing Regulatory Code State based agreements between YWCA and statutory bodies

Approval and Amendment History			
Review period – 2 years			
Approval Date	Version	Amendments	Next Review
May 2022	1.0	Superseded Inspection Policy	May 2024

