

# Property Inspections Policy

## Purpose

The purpose of this policy is to detail the types and frequency of property inspections undertaken by HousingFirst.

## Scope

This policy applies to all properties owned and/ or managed by HousingFirst.

## Policy Statement

HousingFirst conducts property inspections in accordance with the *Residential Tenancies Act 1997 (Vic)* by giving at least 24 hours' notice or, with the consent of the tenant, at any time. Inspections will be conducted:

- At least once every 12 months as a routine inspection
- For fire risk issues such as hoarding, blocking of exits or disabling of smoke alarms
- For pest inspections
- To carry out duties as a landlord.

If the tenant refuses access to the premises for HousingFirst staff or contractors after the required notice period has been given, HousingFirst will apply to the Victorian and Civil Administrative Tribunal (VCAT) to access the property as per the Residential Tenancy Agreement.

## Why HousingFirst conduct property inspections

HousingFirst conducts property inspections to identify issues such as:

- Investigating and understanding problems a tenant may be experiencing with their tenancy, such as maintenance issues
- Identifying if tenants need support to live independently, or need to be linked in with support services to maintain their tenancy
- Confirming who is living at the property to determine that the correct amount of rent is being charged
- Updating HousingFirst's information about the condition of the property
- Confirming that the tenant is meeting their obligations in their Residential Tenancy Agreement or Rooming House Agreement.

## What tenants can expect from HousingFirst

Tenants can expect that HousingFirst staff arranging and conducting inspections will:

- Abide by the HousingFirst Customer Service Charter

- Inform tenants of the purpose of the visit and that they can have a support person with them during the visit if they choose
- Arrive prepared for the visit by bringing any necessary information or paperwork with them
- Wear HousingFirst identification
- Carry a business card to leave with the tenant if necessary
- Confirm clearly the outcomes of the visit and the timeframe for any actions agreed during the visit
- Keep a written record of any agreements made with the tenant during the visit
- Not inspect the contents of cupboards or drawers, without the tenant’s permission.

## Related information

- HousingFirst Customer Service Charter
- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997 (Vic)
- Victorian Housing Registrar Performance Standard 1 (Tenant and housing services)

## Transparency and accessibility

This policy will be available at [www.housingfirst.org.au](http://www.housingfirst.org.au)

## Version control

Version	2	Review frequency	24 months
Date	May 2019	Review date	May 2021