

## Inspection Policy

TMM 1.16

### **Purpose & Scope:**

To outline the circumstances and process for entering a residents property due to the annual general house inspection.

To outline circumstances when Wintringham staff may enter a client's property, not related to a welfare check.

### **Responsibility:**

GMO, Community Support and Housing Managers, Tenancy Management Workers - are responsible for ensuring their staff act in accordance with the policy.

Case Managers, Housing Support Workers, Outreach Workers, Site Coordinators, Tenancy Workers and Maintenance Workers - are responsible to ensure that clients' right to privacy is respected when they consent to entry of property unrelated to a welfare check.

Tenants have a duty under the RTA to report all damage, defects, and any relevant property issues to their Tenancy Management Worker for action. This is stipulated in the tenancy agreement and the Residential Tenancies Act. Reports of damage that require repairs will initiate an inspection to assess the nature of the damage and the repairs required

### **Policy:**

- In Wintringham managed housing properties, staff will be subject to entry regulations in accordance with the Residential Tenancies Act (RTA) 1997.
- Annual general house inspection letter is delivered.
- Where possible two staff members are to enter at all times.
- Identify at risk tenancies.
- General Inspection due to inspection of maintenance works or damage created by resident or by an "Act of God"
- Refer to CSM 1.16 Entering a Clients Property, for entry not related to a routine house inspection.

### **Procedure:**

1. Send letter out detailing the tenant, date and time of inspection (no more than 7 days' notice, Section 85 Residential Tenancies Act). If access is not permitted, Wintringham Housing will issue a Breach of Duty Notice. Should the tenant still refuse to comply, Wintringham Housing will apply to VCAT for a Compliance Order.

#### 1.1 Entry of rented premises

A landlord or the landlord's agent has a right to enter rented premises together



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with any persons who are necessary to achieve the purpose of the entry—

(a) at any time agreed with the tenant if the tenant has consented not more than 7 days before the entry; or

(b) for a purpose set out in section 86, at any time between 8 a.m. and 6 p.m. on any day (except a public holiday) if at least 24 hours' notice has been given to the tenant in accordance with section 88.

2. Where possible 2 staff members are to enter to conduct the house inspection.
  - 2.1 Knock on the door or bell at least two times allowing a reasonable time for the resident to answer the door. Call out to the client.
  - 2.2 If staff feel unsafe or see evidence of unusual, suspicious or criminal activity they must contact the police on '000' immediately and notify their Manager.
3. If no-one is at home and it is safe to do so, enter the house to conduct the inspection, ensuring that you don't stay any longer than is required.
4. If possible conduct the following:

Check to ensure taps, oven, fans, and heaters are working and confirm with the tenant  
Check under cupboards that have sinks for water leaks  
Check bathroom and laundry for mould and water leaks throughout  
Check or ask the tenant if all window coverings are working and windows are opening and closing  
Check water tanks in back yard are not leaking and the opening is not full of debris  
Give updated Fridge magnet if not visible on the Fridge  
Ensure fire evacuation instructions are displayed on the wall  
Ensure each key lock is checked: code is working and spare key inside (at our cost)  
Check the property for signs of hoarding, if support is available they should step in and suggest help or after inspection refer resident to support for assistance. Make arrangements to revisit the unit in 4-6 weeks' time with support.  
Check for damage to the property  
Check the front and back yard to ensure the mulch is up to level and there are no trip hazards  
General look around at any surrounding trees to ensure no low hanging branches  
General look at Gutters to ensure they are free of debris  
Look at roof to see if there are any loose tiles or roofing sheets.  
Ask tenant if they have any issues to report and how everything is going.

5. Identification of at-risk tenancies during the inspection of the property, Tenancy staff may make an assessment that the tenant requires support to meet their tenancy responsibilities, and effectively sustain their tenancy.

Early intervention and involvement of other services that may be available to support the tenant should be referred to housing staff, consideration should be taken into account that any tenant property damage may be caused for other reason such as:



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- family violence services;
  - drug and alcohol
  - mental health
6. After Inspection, place all maintenance jobs on Chintaro, enter a brief note under the tenants section including: date of inspection, clean and tidy with general maintenance reported or e.g.: date, support to offer home help etc. as unit was very untidy and dirty.

If required Update key safe code sheet.

General Inspection form to be filed in the resident's folder. If requested the resident can have a copy of the inspection form.

7. Inspection of works carried out or inspection for damage, Wintringham staff may inspect works that have been carried out or damage that has been caused by either rain, flooding etc or resident damage. Arrangements will be made direct with the resident to schedule an inspection, ensuring the resident is at home.

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### References:

TMM 1.16c Annual general inspection letter  
TMM 1.16a General Inspection Form  
CSM 1.16 Entering a Clients Property  
Residential Tenancies Act 1997  
Housing Act 1983 (Vic)  
Guidelines for Registered Housing Agencies published by DHHS  
Performance Standards for Registered Housing Agencies

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### Transparency and accessibility:

This policy will be on the Wintringham website [www.wintringham.org.au](http://www.wintringham.org.au)

