

## Inspections Policy and Procedures

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### Introduction

Veteran Housing Australia (VHA) undertake regular or routine inspections according to legislative and program requirements. Routine inspections are a critical component to quality housing management. By undertaking regular inspections with tenants, it not only maintains VHA's relationship with them but also ensures that the property is being well maintained. It allows for the early identification of any maintenance issues not reported by the tenant. This is also an opportunity for the tenant to raise any issues regarding the property, VHA services or any other issues that VHA may be able to assist with.

### Aim

The aim of this policy is to:

- Maintain quality relationships with tenants
- Ensure quality maintenance of the dwelling
- Provide early identification of potential maintenance issues
- Provide an opportunity for tenants to advise of us issues regarding their tenancy

### Principles of VHA Inspections Policy and Procedures

Inspections are an integral part of a housing organisation's duties in delivering quality tenancy and property management services and need to meet industry standards. VHA staff are to abide by the Victorian Residential Tenancies Act 1997 in relation to providing correct notice and the frequency of inspections to be undertaken.

### INSPECTION FREQUENCY

VHA will conduct routine inspections across its portfolio every six months. The routine inspection frequency requirement is an internal VHA benchmark set to ensure leading practice in the way VHA manage tenancies and property portfolios.

### NOTICE OF INSPECTION

VHA will ensure that 14 days notice is provided to tenants in writing identifying the day and approximate time when their routine inspection has been scheduled. VHA will endeavour to accommodate requests of the tenant in relation to who is present at the time of the scheduled inspection.

### CONDUCTING INSPECTIONS

VHA will inspect properties in line with regulatory and statutory requirements, as well as organisational policies and procedures. VHA staff will always be respectful of tenants' homes and privacy and will advise when taking photos. VHA will inform tenants of any issues arising from the inspection and encourage them to ask questions. If the tenancy has a Support Agreement in place the support worker from that agency is to be invited to attend the inspection.

## RESPONSIBILITIES AND RECTIFICATIONS

It is the responsibility of all staff employed by VHA to ensure that all properties are inspected in accordance with policies and procedures and in a timely manner. The direct responsibility for the inspection of individual dwellings will be with the General Manager and Tenant Liaison Officer.

VHA staff will remind tenants of their responsibilities regarding inspections and should any issues arise, will work with tenants towards achieving the required rectifications.

## Related legislation

### EXTERNAL LEGISLATION AND FRAMEWORKS

<b>Residential Tenancies Act 1997</b>
<b>Residential Tenancies Regulation 2008</b>
<b>Owners Corporation Act 2006</b>
<b>Victorian Civil and Administrative Tribunal Act 1998</b>
<b>Charter of Human Rights and Responsibilities Act 2006</b>
<b>Privacy Act 1988 (National)</b>
<b>NRSCH Regulations</b>
<b>Housing Registrar Victoria Regulatory Framework</b>
<b>National Rental Affordability Scheme Act 2008 (National)</b>

### VHA RELATED POLICIES AND PROCESSES

<b>VHA Client Promise</b>
<b>VHA Client Feedback Policy</b>
<b>VHA Client Participation Policy</b>
<b>VHA Duty of Care Policy</b>