

Property Inspections Policy

Purpose

This policy explains how property inspections are conducted by CatholicCare Victoria Housing Ltd (CCVH).

Scope

This policy applies to all properties managed by CCVH.

This policy applies to both residential rental agreements (rental agreements) and rooming house agreements. Unless stated otherwise, references to “renters”, “tenancies” and “rental agreements” also applies to rooming house residents.

Policy Statement

Guiding Principles

CCVH is committed to:

- Meeting our contractual, legal, and regulatory duties.
- Helping renters understand their rights and responsibilities as per their rental agreement.
- Maintaining properties to a high standard.
- Sustaining tenancies through early intervention and appropriate referrals to support services.
- Giving due consideration to human rights and considering the impact of any decisions we make under the *Charter of Human Rights and Responsibilities 2006*.

Purpose of Property Inspections

CCVH inspects properties to carry out duties as a rental provider in accordance with the *Residential Tenancies Act 2021* (Vic). This includes:

- Preparing a condition report at the start or end of a tenancy (see *Allocations, Sign-Up Policy* and *End of Tenancy Policy*).
- Conducting a routine general inspection at minimum, every 12 months.
- Making repairs or completing identified maintenance (see *Asset Maintenance Policy*).
- Undertaking pest, electrical safety, and gas safety checks (see *Asset Maintenance Policy*) at least once every 2 years by a suitably qualified person.
- Completing routine smoke detector checks every 12 months.
- Completing a property condition audit to inform asset management planning
- Having the property valued.
- Showing the property to renters, lenders, or buyers
- Ensuring the renter meets their legal obligations under the *Residential Tenancy Act*.
- If there are family violence proceedings before the *Victorian Civil and Administrative*

Tribunal (VCAT) (see Family Violence Policy).

Property inspections are an opportunity for CCVH to build relationships with renters and for renters to raise any tenancy matters that are important to them. As a social housing provider, CCVH has an obligation to combine responsibilities for property management and the wellbeing of renters and their household. This means that CCVH may also use property inspections as an opportunity to discuss relevant support services, community activities or personal well-being (see *Sustainable Tenancies Policy*).

What Renters can expect from CCVH

CCVH will complete routine inspections annually and will give the required notice in writing prior to conducting a property inspection. It is expected that renters will be present at the date and time of the inspection.

Renters can expect that when planning and conducting property inspections, CCVH will:

- Give renters an opportunity to arrange an alternative time if possible (within business hours)
- Inform renters of the purpose of the visit and their right to have a support person with them if they choose
- Arrive prepared for the visit by bringing any necessary information or paperwork
- CCVH staff will carry CCVH identification
- Clearly communicate the outcomes of the inspection and timeframes for any agreed action items
- Keep a written record of any agreements made during the inspection
- Not inspect the contents of cupboards or drawers without permission
- Clearly explain the purpose of photos if they are taken during the inspection.

If a renter refuses access to the premises or is not home after the required notice period has been given, CCVH may enter the premises without the renter present.

Related Information

- CCVH End of Tenancy Policy
- CCVH Family Violence Policy
- CCVH Allocations and Sign-Up Policy
- CCVH Asset Maintenance Policy
- CCVH Financial Hardship and Temporary Absence Policy
- CCVH Sustainable Tenancies Policy
- Housing Act 1983 (Vic)
- Residential Tenancies Act 2021 (Vic)
- Victorian Housing Registrar Performance Standards

Transparency and Accessibility

This policy will be publicly available on our website.

Version Control

Version	#1	Review frequency	Approved: June 2023 Next Review: June 2025
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