

Tenancy Inspections

(Policy)

Version 4.0

This policy has been adopted by:

Name of Company	Adoption Date
Community Housing Ltd (CHL)	20 March 2025
Community Housing (Vic.) Ltd (CHVL)	20 March 2025
Community Housing (TAS) Ltd (CHTL)	20 March 2025
Community Housing (QLD) Ltd (CHQL)	20 March 2025
Community Housing (Homes for Regions) Limited	20 March 2025
Community Housing (Subi East) Limited	20 March 2025

And any other entities within CHL which adopt this policy.

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1. INTRODUCTION

Community Housing Ltd. Group of Companies (CHL) undertakes tenancy inspections according to legislative and program requirements.

Routine inspections are a critical component to quality housing management. By undertaking regular inspections with tenant/renters, it not only maintains our 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/renter. This is also an opportunity for the tenant/renter to raise any issues regarding the property, our services or any other issues that CHL may be able to assist with.

2. AIM

The aim of this policy is to:

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

3. PRINCIPLES OF CHL'S TENANCY INSPECTIONS POLICY

Inspections are an integral part of a housing organisation's duties in delivering quality tenancy and property management services and needs to meet industry standards. Housing Officers are to comply with the Residential Tenancies Act in their state in relation to providing correct notice and the frequency of inspections to be undertaken.

3.1. Welcome Visit

CHL has implemented a best practice approach by conducting an initial check-in with tenants within six weeks of them moving in. This is not an inspection but provides an opportunity for housing staff to build a positive relationship with the tenant and ensure they are settling in well. It's also an ideal time to review the tenant's rent balance, bond, condition report, check their utilities have been connected and identify any other support needs.

3.2. Inspection Frequency

CHL aim to conduct routine inspections across its portfolio at minimum every six months. This inspection frequency is an internal CHL benchmark designed to ensure leading practices in our tenancy and property management.

Housing Officers must adhere to the Residential Tenancies Act in their respective state, ensuring they provide the correct notice and follow the prescribed frequency for inspections.

3.3. Notice of Inspection

CHL will ensure that adequate notice is provided to tenant/renters in writing identifying the day and approximate time when their routine inspection has been scheduled. CHL will endeavour to accommodate requests of the tenant/renter in relation to who is present at the time of the scheduled inspection.

3.4. Conducting Inspections

CHL will inspect properties in line with regulatory and statutory requirements, as well as our organisational policies and procedures. Our staff will always be respectful of tenants'/renters' homes and privacy. We will advise when we are taking photos to allow the opportunity for tenants/renters to remove any personal effects from the frame area. We will inform tenants/renters of any issues arising from the inspection and encourage them to ask questions about our work practice, requirements and their responsibilities. If the tenancy has a Support Agreement in place, the support agency will be notified of the inspection and invited to attend.

3.5. Failure to access

There are situations where CHL staff are unable to access the premises after providing appropriate notice. Some of these reasons include, but are not limited to:

- **Tenant refuses access** - CHL ensures that adequate notice is given (in line with state laws and lease agreement) when requesting access.
- **Tenant non-responsive** - If a tenant is non-responsive, CHL will make multiple attempts to contact through various means (e.g. phone call, written notice, and missed calling card placed on front door).
- **Keys to access** - CHL has a key management system in place, and with tenant's consent may access the property using our copy of keys.

CHL will make two reasonable, documented attempts to access the premises, after which time CHL may escalate the issue to tribunal or court to obtain an order for access.

3.6. Condition Report End of Lease

CHL will complete end of lease condition reports in line with state regulations. Where possible, CHL will provide an opportunity to the tenant/renter to be present when the exit condition report is being completed.

3.7. Responsibilities and rectifications

It is the responsibility of all staff employed by CHL to ensure that properties are inspected in accordance with policies and procedures and done so in a timely manner. The Housing Officer managing each specific portfolio holds the direct responsibility for inspecting individual dwellings.

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

3.8. Asset Inspections

Asset inspections are undertaken to capture the components of a property and assess not only the property's condition but also the life expectancy of the property's components. These inspections will be carried out by Asset staff and where appropriate these staff will accompany housing staff on their inspections to minimise the impact on tenants/renters. These reports are utilised for budgeting, compliance and reporting and form an integral part of Asset function.

3.9. Health and Safety Expectations

Housing Services and asset maintenance staff must adhere to CHL Work Health & Safety policies and procedures when conducting inspections.

- This includes wearing appropriate clothing and utilising personal protective equipment (as required).
- Utilising a WorkSafe Guardian app.
- Staff must consider their environmental safety, i.e. aggressive dogs, clear pathways inside and outside the property, unknown persons at the premises.
- If required, sometimes staff might need to attend with another CHL staff member, or support worker or agent.
- Staff should report any incidents or near misses to their line manager when back in the office.

4. RELATED RESOURCES

4.1. CHL Group References

Customer Participation Policy
Child Safety Policy and State Procedures
Duty of Care Policy
Establishing and Supporting Tenancies Policy
Information Management Procedure
Working with Communities
Linking Customers to Support Policy
Charter of Human Rights Policy and Procedure (VIC, QLD)
Tenant/Renter Related Damage Procedure
Related processes in each States' Tenancy Operations Guides
WHS Hazards and Risk Management Policy and Procedure
Incident Register

4.2. External References

National Regulatory Community Housing Standards
Victorian Community Housing Regulatory Framework
Western Australian Community Housing Regulatory Framework
Housing Assistance Act 1996 (COM)
State Housing Acts (NSW 2001, NT 1982, QLD 2003, SA 1995, TAS 2022, VIC 1983, WA 1980)
State Residential Tenancy and Rooming Acts (NSW 2010, NT 1999, QLD 2008, SA 1995, TAS 1997, VIC 1997, WA 1987)
Community Housing Providers National Law Acts 2013 (NT, NSW, QLD, SA and TAS)
The National Affordable Housing Agreement
NRSCH National Regulatory Code
Consumer Charter for Community Managed Housing and Homelessness Services (VIC)
NDIS Quality and Safeguarding Framework
National Disability and Insurance Scheme Act 2013
NDIS Code of Conduct
The Human Rights and Responsibilities Charter Act 2006 (VIC)
Human Rights Act 2019 (QLD)
Privacy Act 1988 (COM)

5. MONITORING AND REVIEW

This policy is maintained and managed by the CHL Group's Chief Operations Officer.

This document should be reviewed and revised periodically and/or as required. The period between reviews must not exceed three years. This document remains valid until such time that a new version is published

Review History

Document reference	Date Approved	Version	Reason for review	Review frequency	Owner	Approver(s)
POLHOUAUSNATTIP202504	20 Mar 2025	4.0	Scheduled review*	Every three years	Chief Operations Officer	CEO, CGO, CPO, COO, CDO, CIO, CSO, CFO
POLHOUAUSVICINP202303	February 2023	3.0	Scheduled review	Biennially	National Manager Operations	National Manager Operations State Manager, Victoria
POLHOUAUSVICINP202102	June 2021	2.0	Scheduled review	Biennially	National Manager Operations	National Manager Operations State Manager, Victoria
POLHOUAUSVICINP201901	March 2019	1.0	New document	Annually	National Manager Operations	National Manager Operations State Manager, Victoria

* Policy was initially state specific for Victoria, now a national version.