

Inspections Policy (HCWA)

1 Purpose

The purpose of this policy is to outline Housing Choices WA's approach when entering a property for purposes allowable under the Residential Tenancies Act 1987, the reasons why we may do so and what tenants and their carers can expect when entry to the property is requested.

2 Scope

This policy applies to the activities of Housing Choices WA Operational Services - Community Housing and Property Assets - irrespective of whether staff undertaking activities are employed by that entity or another entity within HCA, who are interacting with Housing Choices WA tenants and carers.

This policy applies to all forms of entry to inspect a property by Housing Choices staff in relation to tenancy agreements made under the Residential Tenancies Act 1987.

For Licence to Occupy residents please refer to the Licence to Occupy Policy.

3 Policy Statement

Entry to a property to carry out an inspection is an important part of tenancy and property management. It enables us to make sure that the property is safe, secure and well-maintained and that long-term maintenance and refurbishment can be planned.

The purpose of inspections include:

- We can be reassured that tenants are looking after the property or if they are experiencing difficulties with doing so, measures are put in place to assist.
- We can identify tenant liability damage and negotiate payment of repairs with the tenant throughout the tenancy and reduce the potential of large debts when the tenant vacates.
- It is also an opportunity to offer a personalised approach to discuss any general issues or problems tenants may be experiencing and to provide help or advice if needed.

We recognise that the properties we manage are people's homes and will always carry out inspections efficiently and respectfully.

3.1 When a Lessor (Landlord) has Right of Entry

We will use the provisions under the [Residential Tenancies Act 1987](#) to enter a property. Most commonly, we will enter a property for the following reasons:

a) To carry out a routine property inspection

Routine property inspections are used to check that no repairs are needed, there is no damage to property and/or safety issues and the tenant is keeping the property and gardens/yards in a clean and tidy condition.

We will carry out a minimum of 1 and a maximum of 4 routine inspections per year.

b) In the event of an emergency

We will enter a property without notice in the event of an emergency such as fire, flood, gas leak, electric fault, any situation which could cause a threat to life or serious damage to the property or where there are serious concerns for the well-being of the tenant.

c) Building Condition Assessment (BCA)

This assessment is to look at the interior and exterior of the property, boundary walls/fencing and outbuildings to see if any immediate or future maintenance work is required. In general, we will undertake a BCA every 3 years.

d) To carry out or inspect necessary repairs or maintenance

We will enter a property if maintenance is required or suspected to be required and we have been unable to arrange entry with the tenant's consent. It is also used to check that maintenance work we have requested has been satisfactorily completed.

e) Follow up inspection

This is to check that issues in relation to property standards and/or damage raised during a routine property inspection have been fixed. We will only re-inspect the areas of concern.

f) Pre-vacate inspection

A voluntary inspection we offer to vacating tenants to identify any tenant liability charges before they leave and avoid potential debts.

g) Property valuation

To enable a professional valuer to determine the market value of the property.

h) With the tenant's consent at the time of entry

Tenants who report maintenance issues will be contacted by the contractor to arrange a mutually convenient day and time. Tenants provide consent at the time of the appointment to enable the work to be carried out.

We may also enter a property with the consent of the tenant if they invite us to do so to discuss an issue or seek assistance.

3.2 When a Lessor (Landlord) has Right of Entry

Where notification of our intention to enter the property is required by law, the appropriate period of written notice will be provided by post or if the tenant has provided consent, by email.

We undertake inspections between 8am and 4pm weekdays unless otherwise agreed with a tenant. The notice will advise whether the inspection will be before or after 12 noon and will state the reason for entry.

If the proposed day and time is inconvenient, tenants can negotiate a mutually convenient alternative day and time. Whilst we will attempt to find a time that is convenient, Tenants cannot unreasonably delay inspections or repairs where the delay could cause additional issues.

3.3 Conduct during Inspections

We recognise that the properties we manage are people's homes and will always carry out inspections efficiently and respectfully.

Tenants and their carers have a right to be present during inspections and we encourage tenants, their carer or a responsible person over the age of 16 years is home for the inspection.

If no-one is home, we will use our set of keys to enter the property and secure it when we leave. We will leave a card in the property to advise that the inspection has taken place in the tenant's absence.

We will ask that dogs are securely restrained for the duration of the inspection; all rooms and outbuildings are accessible and children under the age of 16 years are not home alone.

We will not stay in the property longer than is necessary unless tenants wish to discuss other matters unrelated to the property inspection.

During some inspections, we will:

- carry out safety checks. This will include smoke alarm and Residual-Current Device (RCD) testing.
- take photos for the purposes of recording necessary repairs, damages and/or to monitor property standards. We will request that all personal documents and photos are removed from view and will take care to photograph only what is necessary.

We will advise tenants prior to an inspection if safety checks are to be carried out and/or photos may be taken.

3.4 Routine property inspection outcomes

Tenants will be advised in writing of the outcome of their routine property inspection, what work we must do, what work they must do and how many weeks to their next routine property inspection.

Where the routine property inspection highlights concerns regarding the cleanliness and hygienic conditions of the property and/or there are other breaches of the tenancy agreement, we will work with the tenant and their carer

to resolve these issues. We will also work with any support providers the tenant may have or whose services they may be eligible for.

We understand that some problems require time to fix and our aim will be for a steady improvement.

If the issues do not improve and the tenant is unwilling to take necessary action to resolve the problems, we may take legal action to end the tenancy.

3.5 Inspection Records

We will record and store details of inspections, outcomes and photos in accordance with our Privacy Policy.

4 References:

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
<ul style="list-style-type: none"> Residential Tenancies Act 1987 Privacy Act 1988 	<ul style="list-style-type: none"> Privacy Policy Code of Conduct Off-Site Work Procedures Property Standards Policy Property Inspection Procedure Tenant Liability Policy

4.1 Version Notes

Version	Date	Details	Author	Approver
1	01/2007	Policy ratified and implemented	U/K	Board
2	10/2012	Review: Addition of safety checks and time stamped photo requirement.	M. Shaw	A. Wilkerson
3	12/2014	Review and updates in line with RTA amendments.	S. Drislane	A. Wilkerson
4	03/2017	Policy review - RCDs tests increased from annual testing to every routine inspection.	M. Shaw	S. Groome
5	09/2017	<ul style="list-style-type: none"> Reference to the consideration of the impact of any action on the tenant's mental health. Reference to carers and/or tenant's advocates right to be present during inspections. Purpose statement amended to include limiting tenant liability at vacancy. 	M. Shaw	K. Moorey
6	11/2018	Insertion of review & reference table	M. Shaw	K. Moorey

7	02/2021	Business name change	R. Cavanagh	M. Shaw
8	06/2022	Policy review, rename and rewrite to include all inspections	M. Shaw	N. Sangalli



English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بنا على هاتف رقم **1300 312 447** Housing Choices Australia. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرید. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**. Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.