



National Affordable Housing Consortium Victoria

Property Inspections policy

Policy Statement

NAHCV conducts property inspection in accordance with the Residential Tenancies Act 1997 (Vic) by giving at least 24 hours' notice or, with the consent of the tenant, at any time. Inspections will be conducted:

- At least once every twelve (12) months as a routine inspection
- For safety issues such as hoarding, blocking of exits or disabling of smoke alarms
- For pest inspections
- To carry out duties as a landlord

Purpose

This policy details the approach, types and frequency of property inspections undertaken of NAHCV.

Scope

This policy applies to all long-term Targeted and Non-Targeted Social Housing properties owned or managed by NAHCV.

Human Rights Considerations

In deciding what action to take, NAHCV employees must give proper consideration to the relevant human rights in accordance with the Charter of Human Rights and Responsibilities Act 2006 s38(1) (the Charter). This consideration should include the potential impact the proposed action they are undertaking through this policy may have on the person's (and their household's) rights under the Charter.

Why NAHCV Conduct Property Inspections

NAHCV conducts property inspections to identify issues such as:

- Investigating and understanding problems a tenant may be experiencing with their tenancy, such as maintenance issues
- Identifying if tenants need support to live independently, or need to be linked in with support services to maintain their tenancy
- Confirming who is living at the property to determine that the correct amount of rent is being charged
- Updating NAHCV's information about the condition of the property
- Confirming that the tenant is meeting their obligations in their Residential Tenancy Agreement

What Tenants can Expect from NAHCV

Tenants can expect that NAHCV staff arranging and conducting inspections will:

- Abide by the NAHCV Customer Service Charter
- Inform tenants of the purpose of the visit and that they can have a support person with them during the visit if they choose
- Arrive prepared for the visit by bring and necessary information or paperwork with them
- Wear NAHCV Identification
- Confirm clearly the outcomes of the visit and the timeframe for any actions agreed during the visit
- Keep a written record of any agreements made with the tenant during the visit
- Not inspect the contents of cupboards or draws, without the tenants permission

If a tenant refuses access to the premises for NAHCV staff or contractors after the required notice period has been given, NAHCV will apply to the Victorian and Civil Administration Tribunal (VCAT) to access the property as per the Residential Tenancy Agreement.

Transparency and Accessibility

This procedure will be available on the NAHCV website www.nahc.org.au/NAHCV

NAHCV may from time to time implement changes to this policy. The revised policy will apply to all tenancies on and from the date of the change.



Relevant Legislation

- Housing Act 1983 (Vic)
- Residential Tenancies Act 1997 (Vic)
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Victorian Housing Registrar Performance Standard 1 (Tenant and housing services)
- Guidelines for Registered Housing Agencies published by DHHS

Related Policies and Procedures

- NAHCV Alterations and Disability Modifications Policy
- NAHCV Responsive Maintenance Policy
- NAHCV Financial Hardship and Temporary Absence Policy
- NAHCV Abandoned Goods and Documents Policy
- NAHCV Complaints and Appeals Policy
- NAHCV Customer Service Charter

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Policy Approval and Review Details

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