

# Baptcare Affordable Housing Policy

## Document Information

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# Overview

## Purpose

The purpose of this policy is to set out the frequency and types of property inspections that Baptcare Affordable Housing (BAH) will undertake.

## Who Does It Apply To?

This policy applies to all properties owned and/or managed by BAH.

## Definitions

- a) Inspection – The act of checking the state or condition of something, including both a visual check and where appropriate, testing that equipment is functional.

# Policy

## Overview

This policy defines the way in which housing owned and managed by BAH will be periodically inspected by BAH representatives.

### Principles

BAH conducts property inspections in accordance with its obligations under the Residential Tenancies Act 1997 (RTA).

Inspections are undertaken to ensure:

- Any maintenance issues are identified promptly
- Properties meet all necessary regulatory standards
- Renters can live independently
- The safety of renters (for example, that they are not hoarding or otherwise potentially endangering themselves and the property)
- Any breaches of duty by renters are addressed, with a view to sustaining their tenancy
- Any damage is identified
- The value of BAH's assets is protected.

### Inspection Guidelines

Properties will be inspected:

- At least once every 12 months
- Following maintenance that is not of a minor nature
- When BAH are advised of a renter's intention to vacate a property
- For the purposes of updating Condition Reports.

When an inspection is undertaken renters can expect that:

- The inspection will be conducted in a manner consistent with the Charter of Human Rights and Responsibilities 2006 (Victoria) (<https://www.humanrights.vic.gov.au>)
- They will be given a minimum of 7 days' notice of the inspection
- Inspections will be undertaken between 8:00 am and 6.00pm on any business day
- They can have a support person with them if they choose at the time of the inspection
- BAH will not inspect contents of wardrobes or drawers without permission.

Renters have a duty to permit entry for inspections under the RTA. Should a renter refuse entry, BAH will issue a Breach of Duty Notice requiring the renter to remedy the breach. If a Breach of Duty notice is not complied with, BAH may make an application to the Victorian Civil and Administrative Tribunal (VCAT).

This policy applies to BAH's entry to rented premises for the purpose of undertaking property inspections. BAH will also periodically exercise its right to enter properties for other reasons including:

- To carry out periodic checks in relation to electrical safety, gas safety or smoke alarms
- To undertake scheduled or unscheduled maintenance
- To carry out a duty under the RTA or any other Act
- To allow inspection of the premises by prospective renters
- To facilitate valuation of the property

- If BAH has reasonable grounds to believe a renter has failed to comply with a duty under the RTA

Any entry to rented premises for the reasons outlined above will be undertaken and notified to the renter in accordance with the requirements of the RTA.

## Rights and Responsibilities

Renters' rights and responsibilities are protected under the Residential Tenancies Act and other Acts of parliament.

It is important for renters to know and understand their rights and that along with rights come responsibilities. At the beginning of the rental renters are given a series of documents including a "Rights and Responsibilities" booklet. This booklet describes both the renter's and the rental provider's rights and responsibilities. If you have misplaced this then please ask a worker for a replacement copy.

Information and support can also be obtained through Consumer Affairs Victoria and the Tenants Union of Victoria.

### Consumer Affairs Victoria

1300 55 81 81

[www.consumer.vic.gov.au/](http://www.consumer.vic.gov.au/)

### Tenants Union of Victoria

1800 068860

[tenantsvic.org.au](http://tenantsvic.org.au)

## Policy Review

This policy will be reviewed every two years or earlier if the legal, regulatory and contractual environment requires.

## Related Documents

Victorian Housing Registrar Performance Standards

Housing Act 1983 (Vic)

Residential Tenancies Act 1997 (Vic)

Residential Tenancies Regulations 2021 (Vic)

BAH Maintenance and Repairs Policy

## Revisions and History

Next Review Date:	Month Year	
Revision History	Section	Commencing
Policy no. 9.6, v.1-4 v.5	Updates to Residential Tenancies Act	1/8/2019 (Approved by ELT Date)

This policy will be available on the BAH website: [www.baptcare.org.au/services/housing/affordable-housing](http://www.baptcare.org.au/services/housing/affordable-housing)

## Document Control

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