

# Establishing and maintaining tenancies

## Routine inspections policy

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Policy: 1.2.8

Section name: Establishing and maintaining tenancies

Document name	Routine inspections
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## 1 Purpose

- 1.1 To outline requirements for Mission Australia Housing (MAH) staff involved in performing **routine inspections**.
- 1.2 To outline the obligations of tenants requested to facilitate access to their property for a routine inspection.
- 1.3 To outline actions that maybe taken where property damage or tenancy management issues have been identified through a routine inspection.

## 2 Related policies

- 2.1 This policy should be read in conjunction with the:
  - 2.1.1 [Condition Report Policy](#), which outlines MAH requirements relating to the completion and submission of property condition reports at the start of tenancy.
  - 2.1.2 [Periodic and Scheduled Maintenance Policy](#), which outlines how MAH optimises its asset expenditure through planned and cyclical maintenance programs.
  - 2.1.3 [Tenant Responsibility for Maintenance Policy](#), which outlines the responsibilities that tenants have for property care.

- 2.1.4 [Work, Health and Safety Policy](#), which outlines measures staff should take to protect their health and safety and that of tenants.

## 3 Scope

- 3.1 This policy applies to staff responsible for managing tenants and properties of MAH.

## 4 Guiding principles

- 4.1 Routine inspections are undertaken regularly in order to check the condition of properties, ensure their suitability and establish the wellbeing of tenants and their household.
- 4.2 Routine inspections enable MAH to obtain an accurate record of the condition of a property and to address tenancy management issues under an early intervention and tenancy sustainment framework.
- 4.3 Tenants are given opportunities to address any issues identified at their property wherever possible.
- 4.4 Tenants are given opportunities to appeal organisational decisions and/or to complain about the services of MAH.
- 4.5 MAH upholds accountability and transparency through its record keeping practices.

## 5 Policy

- 5.1 MAH staff will undertake regular routine inspections of all properties that are owned or managed by MAH in order to assess their condition and identify repairs or maintenance works that may be required.
- 5.2 Where practicable, routine inspections will be undertaken jointly by an Asset Manager and a Housing Manager. This will ensure that repairs and maintenance work and tenancy management issues can be identified and actioned by the appropriately qualified staff.
- 5.3 The first routine inspection will take place three months after the start of tenancy, for early identification of tenancy management issues.
- 5.4 Inspections will generally be undertaken in six monthly intervals. Where there are concerns regarding a tenancy or concerns for the condition of a property inspections will be more frequent, at three monthly intervals.
- 5.5 Wherever a routine inspection is to be undertaken, the tenant involved will be given written notification and where possible verbal notice conforming to the legislative timeframes of operating [states as per 7.1.](#)
- 5.6 Tenants are required to facilitate access to their property for routine inspections as per state-based tenancy legislation. Where tenants do not provide access, MAH may

issue a breach of tenancy notice and apply to state based authorities for an order for access or to end the tenancy.

- 5.7 Where staff identify repair or maintenance issues requiring attention during a routine inspection and where it is appropriate, the tenant involved will be given an opportunity to rectify matters. Significant repairs or maintenance issues caused by property neglect or damage will be addressed under the debt recovery processes of MAH as per the [Debt Management Policy](#).
- 5.8 Where staff identify that a tenant is experiencing difficulty managing their tenancy, they will wherever possible encourage the tenant to access support subject to their consent as per the [Referrals to Agencies Policy](#).
- 5.9 Tenants will be informed of their right to complain about the services of MAH and to appeal organisational decisions as per the [Appeals and Complaints Policy](#).
- 5.10 Staff will keep records developed through routine inspection processes in the tenancy management system.

## 6 State and program based variations

### 6.1 State based variations

Staff must provide tenants with the following notice periods before a routine inspection may take place:

Notice required in New South Wales	Notice required in Tasmania	Notice required in Queensland for tenants on lease agreements	Notice required in Queensland for tenants on rooming accommodation agreements
At least seven days (not more than four times per year)	24 hours (once every three months)	Seven days	48 hours and immediately before entry (not more than once per month)

## 7 Definitions

**Routine inspection:** a regular process in tenancy and property management used to establish the condition of a property; establish a schedule of maintenance and address behaviours or practices in contravention of residential tenancy and rooming accommodation legislation.