

# Inspections Policy

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# 1. Introduction

Building Communities (Vic) Ltd (BCVL) undertake regular or routine inspections according to legislative and program requirements.

Routine inspections are a critical component to quality housing management. By undertaking regular inspections with 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 renter. This is also an opportunity for the renter to raise any issues regarding the property, our services or any other issues that BCVL may be able to assist with.

## 2. Aim

The aim of this policy is to:

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

## 3. Principles

Inspections are an integral part of a housing organisation's duties in delivering quality tenancy and property management services and need to meet industry standards. Housing Officers are to abide by the Victorian Residential Tenancies Act 1997 in relation to providing correct notice and the frequency of inspections to be undertaken.

### 3.1 Inspection frequency

BCVL will conduct routine inspections across its social housing and SDA portfolios every six months. This routine inspection frequency requirement is an internal BCVL benchmark set to ensure leading practice in the way we manage our tenancies and property portfolios.

Inspections for affordable and full market rent portfolios will occur in line with the allowable frequency of the relevant Victorian Residential Tenancy Act and Regulations under which the portfolios are managed.

### 3.2 Notice of inspection

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

### 3.3 Conducting inspections

BCVL 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 renters' homes and privacy. We will advise when we are taking photos to allow the opportunity for renters to remove any personal effects from the frame area. We will inform 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 worker form that agency is to be invited to attend the inspection.

### 3.4 Condition report end of lease

BCVL will complete end of lease condition reports in line with regulations. BCVL will provide reasonable opportunity to the renter to be present when the condition report is completed.

### 3.5 Responsibilities and rectifications

It is the responsibility of all staff employed by BCVL to ensure that all properties are inspected in accordance with policies and procedures and in a timely manner. The direct responsibility for the inspection of individual dwellings will be with the Housing Officer responsible for the specific portfolio in which the dwelling is managed.

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

## 4. Related legislation, frameworks, policies and procedures

### 4.1 Legislation

Residential Tenancies Act 1997
Residential Tenancies Regulation 2008
Owners Corporations Act 2006
Victorian Civil and Administrative Tribunal Act 1998
Privacy Act 1988 (National)
NRSCH Regulations
National Rental Affordability Scheme Act 2008 (National)
Housing Assistance Act 1996 (COM)
Housing Act 1983 (VIC)
Residential Tenancies Act. 1997 (VIC)
Residential Tenancies Amendment Regulations 2021 (Vic)
Planning and Environment Act 1987 (Vic)
Charter of Human Rights and Responsibilities Act 2006 (VIC)
National Disability Insurance Scheme

## 4.2 Codes, frameworks and agreements

Charter of Human Rights and Responsibilities Act 2006
Housing Registrar Victoria Regulatory Framework
The National Affordable Housing Agreement
OOH, Homelessness Assistance Program Guidelines and Conditions Funding 2006-2009 (VIC)
Consumer Charter for Community Managed Housing and Homelessness Services
Victorian Community Housing Regulatory Framework
National Community Housing Standards
Department of Human Services Standards
NDIS Practice Standards and Quality Indicators
NDIS Code of Conduct

## 4.3 BCVL related policies and processes

Safety and Critical Incident Management Procedure
Information Management Policy
Working with Communities
Linking Tenants to Support Policy
Charter of Human Rights Policy and Procedure
Tenant Related Damage Procedure
Related processes in the Victorian Tenancy Manual
Housing and Homelessness Policies and Procedures
Customer Feedback and Appeals Policy and Procedures
Privacy Policies and Procedures

## 5. Monitoring and review

This document should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed two years. The date for review of this document is on or before April 2025. Training will be provided to each staff member and the Board as a component of their induction.

### Review history

Date and version	Reason for review	Review frequency	Owner	Approver
Version 1.0, April 2025	New	Every two years	Company Secretary	Chief Executive Officer

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