

Place Management Property Inspection Policy

Version date: March 2017
Review date: March 2020
Policy owner: Director Housing and Homelessness

Purpose

To outline the principles of property inspections for all Unison Long Term properties.

Scope

This policy applies to all Long-Term properties.

The policy covers the following types of inspections:

- Prospective tenant inspections
- Follow up (new tenant) home visits
- Routine/planned/regular inspections
- Pre-exit tenant inspections
- Post- exit tenant inspections

Principles

Unison undertakes regular property inspections to maintain high quality assets, ensure sustainable tenancies and build rapport with tenants. Unison makes every effort to coordinate property inspections to minimise the impact on tenants' quiet enjoyment of their property.

Property inspections will ensure that Unison is meeting its responsibilities under the Residential Tenancies Act Victoria (RTAV), the Residential Tenancies Act South Australia (RTASA), Occupational Health and Safety Act, and to maintain properties in a good condition.

Inspections will also ensure tenants are meeting their responsibilities under the RTAV & RTASA to keep their room/unit/house in a reasonable condition.

Inspections are an opportunity for staff to build relationships with tenants and provide tenants with an opportunity to raise issues of concern around maintenance, tenancy or other matters.

Application

Property inspections are undertaken by Place Managers to:

- identify and discuss maintenance issues
- identify and discuss challenges that might be arising in the tenancy and need to be addressed (e.g. tenant hoarding, level of cleanliness)
- discuss other tenancy management issues.
- maintain contact and build rapport with tenants.

Review of policy

This policy will be reviewed every three years as delegated by the responsible Director