

# Property Inspection Policy

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Policy owner:	Director Housing and Homelessness

## 1 Purpose

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The purpose of this document is to outline the principles of property inspections.

## 2 Scope

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- 2.1 This policy applies to all residential properties owned or managed by Unison
- 2.2 The policy covers the following types of inspections:
  - a Prospective renter inspections
  - b Follow up (new renter) home visits
  - c Routine/planned/regular inspections
  - d Pre-exit renter inspections
  - e Post- exit renter inspections
  - f Asset led Property Condition Audits.

## 3 Policy Statement

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- 3.1 Unison undertakes regular property inspections to:
  - a maintain high quality assets
  - b ensure sustainable tenancies
  - c build rapport with renters.
- 3.2 Unison makes every effort to coordinate property inspections to minimise the impact on renter's quiet enjoyment of their property.
- 3.3 Property inspections will assist Unison to meet its responsibilities under the *Residential Tenancies Act 1997 (RTA)* and maintain properties in a good condition.
- 3.4 Inspections will also ensure renters are meeting their responsibilities under the RTA to keep their room/unit/house in a reasonable condition.
- 3.5 Inspections are an opportunity for renters to raise issues of concern around maintenance, tenancy or other matters.
- 3.6 Property inspections are an opportunity for Unison to:
  - a identify maintenance issues
  - b audit building components

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

#### **4 Review of policy**

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