

## VINCENTCARE COMMUNITY HOUSING

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**Name:** Property Inspections (public facing policy)

**Authorised by:** Policy Authorisation Committee

**Date effective:** March 2022

**Due to be reviewed:** March 2025

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### SECTION 1 – INTRODUCTION

#### PURPOSE

VincentCare Victoria operates a diverse range of accommodation and support services for people experiencing disadvantage, and is committed to applying an appropriate duty of care to all people in contact with VincentCare services. This includes protecting people’s personal and cultural safety regardless of ability, cultural background, ethnicity, gender identity, sexual orientation or religion.

This Policy ensures that VincentCare Community Housing fulfils its duties as a residential rental provider to maintain the property in good repair and upholds the rights of its renters under the Residential Tenancies Act 1997.

#### SCOPE

The Policy covers VincentCare Community Housing.

This policy applies to all staff in the Tenancy & Property Management program.

#### REVIEW CYCLE

This policy will be reviewed every three years. It will be modified or replaced whenever VincentCare becomes aware that this policy no longer complies with the requirements of the organisation.

## **SECTION 2 – POLICY**

- 1** VincentCare Community Housing shall perform regular and routine property inspections in order to maintain properties at an acceptable community standard, ensure sustainable tenancies and build rapport with the renters. Property inspections shall be conducted in line with the Residential Tenancies Act.
- 2** Inspections are an opportunity for renters to raise issues of concern around maintenance, tenancy or other matters.
- 3** For the THM properties and Sunbury Gardens, Tenancy & Property Workers (TPW) shall perform property inspections on occupied properties six monthly, with the first inspection occurring at three months.
- 4** The Independent Living Units (ILU's) will be inspected at a minimum annually.
- 5** Property inspections will be organised in conjunction with property agents/owners for properties not owned by VCCH.
- 6** Additional property inspections on tenanted properties may be conducted under the following circumstances:
  - VCCH receives notification of property damage;
  - There are suspected safety issues at the property or neighbour complaints or;
  - DFFH has requested a property inspection for the purposes of valuation or upgrade works
  - There is evidence that the property has been abandoned
- 7** Other inspection types include:
  - Vacant property inspections
  - Pre-exit renter inspections
  - Post- exit renter inspections
  - Asset led Property Condition Audits

### **SECTION 3 – PROCEDURE**

Any procedures established by VCCH in relation to property inspections will be in compliance with this policy.

## SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

### DEFINITIONS

<b>Word/Term</b>	<b>Definition</b>
RTA	Residential Tenancies Act 1997
THM	Transitional Housing Management
ILU's	Independent Living Units
TPW	Tenancy & Property Worker

## SECTION 5 – GOVERNANCE

### RELATED EXTERNAL REFERENCES

Name	Link
Housing and Support Partnership Agreement	<a href="http://www.nwhn.net.au/admin/file/content2/c7/Housing%20and%20Support%20Partnership%20Agreement%20Nov%202011.pdf">http://www.nwhn.net.au/admin/file/content2/c7/Housing%20and%20Support%20Partnership%20Agreement%20Nov%202011.pdf</a>
Housing Registrar Performance Standards	<a href="http://www.housingregistrar.vic.gov.au/files/assets/public/publications/performance-standards-and-evidence-guidelines/current-performance-standards.pdf">http://www.housingregistrar.vic.gov.au/files/assets/public/publications/performance-standards-and-evidence-guidelines/current-performance-standards.pdf</a>
Residential Tenancies Act 1997	<a href="http://www.austlii.edu.au/au/legis/vic/consol_act/rta1997207/">http://www.austlii.edu.au/au/legis/vic/consol_act/rta1997207/</a>

### RESPONSIBILITY

<b>Process Owner</b>	EGM Client Services
<b>Content Holder/s</b>	State Manager Housing
<b>Recommending body</b>	Quality Committee
<b>Endorsed by</b>	Policy Authorisation Committee

### CHANGE HISTORY

Version	Effective Date	Author	Change
V1	October 2008	St Vincent de Paul Community Housing	Rewritten to meet external references
V2	May 2016	Accommodation Services Manager	Revised and updated to incorporate all forms of housing within VincentCare
V3	October 2018	Manager Tenancy and Property	Diversity inclusion statement added. Job role titles updated to reflect housing portfolio structure.
V4	March 2022	Manager Tenancy and Property	Revised and updated to reflect RTA changes made effective March 2021. Removal of detailed Procedures. Update of external references.