

VCCH TENANCY MANAGEMENT – PROPERTY INSPECTIONS PROCEDURE

Name of Procedure:	VCCH Tenancy Management – Property Inspections Procedure
Approval Authority:	CEO
Date effective:	14 May 2026
Due to be reviewed:	14 May 2029
Accountable Officer:	EGM Housing and Property Strategy
Responsible Officer:	Head of Housing & Partnerships
Procedure applies to:	VincentCare Community Housing

1. Purpose

- 1.1 The purpose of this Procedure is to establish VincentCare Community Housing's and VincentCare Victoria (VCCH) approach to property inspections

2. Scope

- 2.1 This Procedure applies to VCCH.

3. Policy

- 3.1 VCCH Tenancy Management Policy

4. Procedures

- 4.1 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 1997.
- 4.2 Inspections are an opportunity for renters to raise issues of concern around maintenance, tenancy or other matters.
- 4.3 For the THM properties, Tenancy & Property Workers (TPW) shall perform property inspections on occupied properties six monthly, with the first inspection occurring at three months.
- 4.4 Long-term Housing properties will be inspected at a minimum annually.
- 4.5 Property inspections will be organised in conjunction with property agents/owners for properties not owned by VCCH.
- 4.6 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;

- c) Department of Fairness, Families and Housing (DFFH) has requested a property inspection for the purposes of valuation or upgrade works; or
- d) There is evidence that the property has been abandoned.

4.7 Other inspection types include:

- a) Vacant property inspections;
- b) Pre-exit renter inspections;
- c) Post-exit renter inspections; and
- d) Asset-led Property Condition Audits.

5. Legislative and Regulatory Obligations and Quality Alignment

5.1 This Procedure supports VCCH's alignment with the following legislation or quality standards:

- a) [Housing Act 1983](#)
- b) [Guidelines for Registered Housing Agencies published by Department of Health and Human Services DHHS](#)
- c) [Performance standards for registered housing agencies](#)
- d) [Rainbow Tick Standards - 3rd edition](#)