

# PROPERTY INSPECTION POLICY

## 1. Why we need this policy

- 1.1 Launch Housing is a registered Community Housing Provider, regulated by the Victorian Housing Registrar.
- 1.2 Launch Housing aims to provide safe, secure, and affordable housing to renters, and ensure that Launch Housing owned and managed properties are maintained to a high standard.
- 1.3 This policy details how property inspections are conducted by Launch Housing.

## 2. Who this policy applies to

- 2.1 This policy applies to renters in all Long-Term, Head Lease and Transitional Housing Management (THM) properties owned or managed by Launch Housing.
- 2.2 This policy applies to Launch Housing staff managing these properties.

## 3. Which Launch Housing properties this policy apply to

- 3.1 This policy applies to all renters in Long-Term and Transitional Housing Management (THM) properties owned and managed by Launch Housing.
- 3.2 This policy does not apply to the following housing programs managed by Launch Housing:
  - i. Temporary or Crisis Supported Accommodation;
  - ii. Education First Youth Foyers;
  - iii. Office sites;
  - iv. Properties managed by HomeGround Real Estate.
- 3.3 This policy applies to both residential rental agreements and rooming house agreements. Unless stated otherwise, references to “renters”, “tenancies” and “rental agreements” also applies to rooming house residents.

## 4. What this policy includes

### 4.1 Policy overview

- 4.1.1 This policy details how property inspections are conducted by Launch Housing, specifically:
  - i. The purpose of property inspections;
  - ii. What renters can expect from Launch Housing;
  - iii. What Launch Housing expects from renters.

### 4.2 Guiding principles

- 4.2.1 In applying this policy, Launch Housing is committed to:
  - i. Meeting our contractual, legal, and regulatory duties;
  - ii. Helping renters understand their rights and responsibilities as per their rental agreement;
  - iii. Maintaining properties to a high standard of quality and safety;
  - iv. Sustaining tenancies through early intervention and appropriate referrals to support services;
  - v. Giving due consideration to human rights and considering the impact of any decisions we make under the Charter of Human Rights and Responsibilities 2006.

### 4.3 Purpose of Property Inspections

- 4.3.1 Launch Housing inspects properties to carry out the duties as a rental provider in accordance with the Residential Tenancies Act 1997 (Vic) (RTA). This includes:
  - i. Preparing a condition report at the start and/or end of a tenancy;
  - ii. Conducting a routine general inspection at least every 12 months;
  - iii. Making repairs or completing identified maintenance;

- iv. Undertaking pest, fire safety, electrical safety, and gas safety checks;
- v. Completing a property condition audit to inform asset management planning;
- vi. Having the property valued;
- vii. Showing the property to renters, lenders, or buyers;
- viii. Ensuring the renter is meeting their legal obligations under the RTA;

4.3.2 Property inspections are also an opportunity for Launch Housing to build relationships with renters, and for renters to raise any tenancy matters that are important to them.

4.3.3 As a social housing provider, Launch Housing has combined responsibilities for property management and the wellbeing of renters. This means that Launch Housing may also use property inspections as an opportunity to discuss relevant support services, community activities, or personal wellbeing.

**4.4 What renters can expect from Launch Housing:**

4.4.1 Launch Housing will give the required notice in writing prior to conducting a property inspection. It is expected that renters will be present at the date and time of the inspection.

4.4.2 Renters can expect that when planning and conducting property inspections, Launch Housing will:

- i. Give renters an opportunity to arrange an alternative time if possible (within business hours);
- ii. Inform renters of the purpose of the visit and their right to have a support person with them if they choose;
- iii. Arrive prepared for the visit by bringing any necessary information or paperwork;
- iv. Clearly communicate the outcomes of the inspection and timeframes for any agreed action items;
- v. Keep a written record of any agreements made during the inspection;
- vi. Not inspect the contents of cupboards or drawers without permission;
- vii. Clearly explain the purpose of photos if they are taken during the inspection.

4.4.3 If a renter refuses access to the premises or is not home after the required notice period has been given, Launch Housing may enter the premises without the renter present.

**4.5 What Launch Housing expects from renters:**

4.5.1 Renters to be present at the date and time of the inspection to provide access to their properties for inspections and raise any property/maintenance concerns during the property inspection.

**5. Who is responsible for this policy**

Who is responsible	Key activities
Launch Housing	<ul style="list-style-type: none"> <li>• Conduct routine Inspections, provide condition reports and comply with property access legislation.</li> </ul>
Renters	<ul style="list-style-type: none"> <li>• Renters to provide property access and raise maintenance concerns with Launch Housing staff.</li> </ul>

## APPENDIX: ADMINISTRATION

### 6. Related Launch Housing policies

Document	Description
Client / Renter Feedback, Complaints and Appeals Policy	Details Launch Housing's policy and process for managing feedback, complaints and appeals made by clients, renters and stakeholders.
Family Violence Policy	Details a framework to support Launch Housing to: (a) keep victim survivors, children and young people who have lived experience of family violence safe, and (b) ensure perpetrators of family violence are visible and held accountable for their actions.
End of Tenancy Policy	Details Launch Housing's arrangements, processes and considerations for ending tenancies.
Maintenance and Repairs Policy	Details how Launch Housing ensures all properties under its ownership and management are maintained to a community standard which is habitable, safe and secure for our renters; and the asset retains its value as best as possible.
Renter Related (Recharge) Policy	Details the responsibility for payment of maintenance undertaken on Launch Housing's properties.

### 7. Legislation

This policy meets the following legislative requirements:

Name	Description
Charter of Human Rights and Responsibilities Act 2006 (Vic)	Legislation that protects 20 civil, political, and cultural rights and imposes obligations on Parliament, courts, and public authorities.
Housing Act 1983 (Vic)	Legislation for housing law, which seeks to improve housing administration in Victoria.
Residential Tenancies Act 1997	Legislation that regulates the rights and obligations of landlords and tenants in Victoria.

### 8. Regulatory / accreditation standards

This policy meets the following regulatory and/or accreditation requirements:

Standard	Standard reference
Housing Registrar Performance Standards	Standard 2: Housing Assets (Setting and meeting relevant property condition standards; Planning and undertaking responsive, cyclical and life-cycle maintenance to maintain property conditions (asset maintenance).

### 9. Amendments to this Policy

This policy may be amended, terminated or replaced at Launch Housing's discretion. This policy will be reviewed, and updated as required, on a periodic basis.

In the event any related State or Commonwealth legislation changes, the legislation/directions will prevail to the extent of any inconsistency with this policy.

Amendments			
<b>Date last approved:</b>	11/10/2024	<b>Date of effect:</b>	11/10/2024
<b>Date last amended:</b>	02/10/2024	<b>Date of next review:</b>	11/10/2026
<b>Owner:</b>	Group Manager, Housing Services	<b>Approver:</b>	Executive Director, Housing Solutions
<b>Audience:</b>	Renters in all Long-Term, Head Lease and Transitional Housing Management (THM) properties owned or managed by Launch Housing, and staff managing these properties.		

## 10. Version Control

Version	Effective Date	Amended by	Approved By	Amendment
V1.0	30/4/2019	General Manager, Keeping Housing	General Manager, Keeping Housing	First Version
V2.0	29/3/2021	General Manager, Keeping Housing	General Manager, Keeping Housing	Amended terminology and Notice of Inspections as per RTA changes
V3.0	11/10/2024	Group Manager, Housing Services	Executive Director, Housing Solutions	Updated guidelines.