

1. Introduction

wayss undertakes regular or routine inspections according to legislative and program requirements.

Routine inspections are a critical component of quality housing management. By undertaking regular inspections with renters, it not only maintains our relationship with them, but also ensures that the property is being well maintained. It allows for the early identification of any maintenance issues not reported by the renter. This is also an opportunity for the renter to raise any issues regarding the property, our services or any other issues that wayss may be able to assist with.

2. Commitment Statement

wayss is a Child Safe organisation and child safety is at the forefront of our program delivery. Our policies ensure that child safety is a primary part of everyday thinking and practice. All employees, contractors and volunteers have an obligation to ensure we keep children safe from harm and abuse.

We're committed to upholding the rights of all of our stakeholders and creating a workplace that fosters inclusion and diversity. We believe that by bringing our authentic selves to wayss, we can contribute to building strong teams, cultivating leaders, and creating an organisation that is well-suited for every individual. It's essential to us that we establish an environment where everyone, regardless of their background, can be themselves and feel safe, valued and respected. Regardless of whether you identify as an Aboriginal or Torres Strait Islander or LGBTIQ+ member, are from a culturally and linguistically diverse background, or a person living with a disability, as an individual associating with wayss, you have the right to participate and engage in an environment that is free from discrimination and bias, and we strive to create a workplace that honours that commitment.

3. Scope

This policy applies to all wayss renters in social housing and rooming houses managed or owned by wayss.

4. Policy Principles

Inspections are an integral part of a housing organisation's duties in delivering quality tenancy and property management services and need to meet industry standards. Property Services Workers abide by the *Residential Tenancies Act 1997* (Vic) in relation to providing correct notice and the frequency of inspections.

4.1. Inspection Frequency

wayss will conduct routine inspections across its portfolio every six months.

4.2. Notice of Inspection

wayss will ensure that adequate notice is provided to tenants in writing identifying the day and approximate time when their routine inspection has been scheduled. Renters are encouraged to be present at inspection, and the support worker will be invited to attend. wayss ask that no visitors are present at the time of inspection. wayss will endeavour to accommodate requests of the renter in relation to an alternative date and time of the scheduled inspection. Where a mutually agreed

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date and time is not possible, wayss will attend the property for inspection using the master key for access. This will be clearly communicated to the renter.

4.3. Conducting Inspections

wayss will inspect properties in line with regulatory and statutory requirements, as well as our organisational policies and procedures. Our personnel will always be respectful of renters' homes and privacy. wayss will advise renters that we will take photos of the property as evidence that the property condition was as stated. This will allow the opportunity for renters to remove any personal effects from the frame area. We will inform renters of any issues arising from the inspection and encourage them to ask questions about our work practice, requirements and their responsibilities. If the tenancy has a Support Agreement in place, the support worker from that agency is to be invited to attend the inspection.

5. Responsibilities and Rectifications

It is the responsibility of all personnel employed by wayss to ensure that all properties are inspected in accordance with policies and procedures and in a timely manner, if safe to do so – refer to 6. Risk Assessment. The direct responsibility for the inspection of individual dwellings will be with the Property Services Officer responsible for the specific portfolio in which the dwelling is managed.

wayss personnel will remind renters of their responsibilities regarding inspections and should any issues arise, will work with renters towards achieving the required rectifications.

6. Risk Assessment

Prior to each inspection an [Outreach and Home Visit Risk Assessment](#) must be conducted. Conducting a risk assessment before a property inspection is crucial to ensure the safety of everyone involved and to identify potential hazards that could impact the inspection process. It allows Property Services Workers to prepare properly by evaluating renter behavioural situations, environmental conditions, and possible exposure to harmful substances. By addressing these risks in advance, the likelihood of accidents or delays is minimised, and the inspection can be carried out more efficiently and effectively.

6.1. Suspected or actual Property Contamination

Both the manufacture and use of methamphetamine can result in residual contamination in properties. Residual contamination may occur on internal surfaces of buildings as a result of both meth smoking and manufacture. Contamination increases with duration and frequency of use and tends to be higher closer to the source, especially on horizontal and lower surfaces.

All properties should be inspected with care. The main route of exposure is direct contact with residues on surfaces through dermal/skin contact. Therefore, staff should avoid touching surfaces, benches, door handles, cupboard handles and any other surface without using personal protective equipment.

Where it has been identified that there is methamphetamine use or of clandestine laboratory (drug lab) activity, and where this relates to a property owned by the Department of Families, Fairness and Housing, Property Services Workers will inform their line supervisor and contact their Local Housing Office to inform them. Property Service Workers are not to enter the property until informed it is safe to do so.

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Where the property is wayss owned, a certified Occupational Hygienist will be engaged to remedy the situation. Property Service Workers are not to enter the property until informed it is safe to do so.

7. Review

wayss will conduct a comprehensive review of this document every two years, aligning with the established policy review schedule. Additionally, revisions may occur sooner in response to legislative changes or feedback about service delivery that could affect the content of this document.

8. Related Resources

8.1. Standards and Frameworks

Performance Standards for Registered Housing Agencies

Victorian Charter of Human Rights and Responsibilities 2006

8.2. Legislation

Housing Act 1983 (Vic)

Residential Tenancies Act 1997 (Vic)

Residential Tenancies Amendment Act 2018 (Vic)

Victorian Civil and Administrative Tribunal Act 1998 (Vic)

8.3. Related Policies and Documents

Maintenance, Repairs and Tenant Recharge Policy

Income Based Rent Policy

Client Privacy Policy

Client Feedback and Complaints Policy

[Outreach and Home Visit Risk Assessment](#)

QRC Reviewed

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Reviewer: Kristy A

9. Change History

Date	Version	Summary of changes	Approver
31/03/2023	1.0	Initial Draft	General Manager, Homelessness and Housing
24/04/2023	1.0	Draft Approved Update	CEO
15/05/2025	2.0	Updated risk assessment section and related documents.	CEO