

1. Introduction

Wayss undertake 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.

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.

2. Scope

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

3. 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..

3.1. Inspection Frequency

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

3.2. 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. Wayss will endeavour to accommodate requests of the renter in relation to who is present at the time of the scheduled inspection.

3.3. 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. We will advise when we are taking photos of the property and will only do so where it

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will assist in our work. 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.

4. 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. 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.

5. Review

Wayss will review this policy every three years or sooner if there are legislative changes, or Wayss receives feedback or complaints about service delivery that may impact on this policy.

6. Related Resources

6.1. Standards and Frameworks

Performance Standards for Registered Housing Agencies

Victorian Charter of Human Rights and Responsibilities 2006

6.2. Legislation

Housing Act 1983 (Vic)

Residential Tenancies Act 1997 (Vic)

Residential Tenancies Amendment Act 2018 (Vic)

Victorian Civil and Administrative Tribunal Act 1998 (Vic)

6.3. Wayss Related Policies and Documents

Maintenance, Repairs and Tenant Recharge Policy

Rent Setting Policy

Client Privacy Policy

Client Feedback and Complaints Policy

7. 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	CEO