

Property Inspection Policy and Procedure [H07]

1. Purpose

The purpose of this document is to outline the requirements for YWCA staff undertaking property inspections.

2. Scope

This policy applies to YWCA Australia (YWCA) staff responsible for working with YWCA renters, tenants, residents and properties.

This document is a national policy covering YWCA Housing and YWCA National Housing. All references to YWCA Housing include both unless specifically stated otherwise. Where state-based variations exist in policies and procedures, these will be identified in this document.

This policy applies to all forms of housing owned and/or managed by YWCA including community and affordable residential rental properties and rooming houses.

The policy addresses the following types of inspections:

- General (routine) inspections.
- Outgoing/final inspections.
- Ad hoc inspections in response to maintenance, repair and modification requests, upgrade works.
- After insurable events (fire, storm, flood, tenant damage etc.).
- Inspection to verify a breach has been fixed/corrective action has been taken.

3. Definitions

Key terms used in this policy are defined in the following table.

Resident	For brevity, the term 'resident' refers to renters and tenants of rented premises, and residents of rooming houses.
Notice of inspection	Written communication from YWCA to a resident/renter/tenant advising them YWCA will be attending their home to conduct an inspection.
Routine inspection	A regular process in tenancy and property management used to establish the condition of a property, establish a schedule of maintenance, and address behaviours or practices in contravention of residential tenancy and rooming accommodation legislation.
Outgoing/final inspection	The inspection conducted by YWCA after a resident/renter/tenant has vacated the property and handed back their keys to YWCA. This inspection is conducted using the Property Condition Report to assess the ingoing condition of the home and takes account of fair wear and tear during the tenancy.
Pre-exit inspection	The inspection conducted by YWCA with the resident/renter/tenant prior to them vacating the property to assess and make clear any works, cleaning, repair the tenant needs to complete before they leave.
Property Condition Report	A report form that is used to detail the condition of a property at the start and end of a tenancy. Condition reports are used to gauge changes in the condition of a property during a tenancy.

4. Responsibilities

4.1 Leaders – National Team Leader and General Manager Community Housing

- Assisting housing staff to implement this policy. Ensuring good management of evidence in the tenancy management system.
- Ensuring that YWCA complies with this policy and associated procedures.
- Recommending any changes to this policy and associated procedures.

4.2 People and Culture

- Incorporating this policy and associated procedures into staff induction and training.
- Ensuring staff are aware of and have access to this policy and associated procedures.
- Escalating feedback about this policy to the policy owner and/or policy writer.

4.3 Employees – Housing staff and Community Housing Officers

- Informing residents of their rights and responsibilities in accordance with this policy.
- Undertaking routine inspections and documenting findings.
- Working with residents to manage identified property or tenancy management issues.
- Issuing notices where required in accordance with this policy.
- Keeping records of the process in the relevant systems.
- Recommending improvements to this policy and associated procedures.

5. Policy

YWCA is focused on the needs of residents and respects their privacy. Property inspections provide an opportunity for residents to raise issues or concerns regarding maintenance, their tenancy, or other matters with their Community Housing Officer.

Property inspections are a way to check the condition of properties and ensure their suitability to meet resident needs, and to determine the wellbeing of residents and other household members. They also allow YWCA to identify and manage any tenancy issues in accordance with the **Sustaining Tenancies Policy** and associated **Procedures**.

The YWCA property inspections process is fair, transparent and complies with relevant laws, standards, and regulations. Process transparency and accountability are supported through comprehensive record keeping practices.

Residents are given opportunities and support to address any issues identified at their property wherever possible. Residents can appeal organisational decisions and/or to complain about the services of YWCA.

YWCA inspections protect the value of the assets under its management. They allow YWCA to assess the condition of the property to:

- identify maintenance actions that may need to be taken at the time of the inspection, or in the future, and
- identify and rectify specific tenancy issues that may affect the condition of the property.

Inspections provide an opportunity for YWCA Housing staff and residents to build connected and invested relationships.

6. Appeals

Staff will inform Residents of their right to appeal organisational decisions and to complain about the services of YWCA as per the Appeals and Complaints process.

7. Record keeping

Staff will store records of any breaches of tenancy involving Residents and properties of YWCA in the tenancy management system.

Document Data Control

Property Inspection Policy and Procedure				
Responsible Body			Director, Development and Housing	
Accountable Officer			General Manager, Housing Operations	
Supersedes			H07 – Inspection Policy v1.0	
Associated documents			Property Inspection Procedure Breach of Tenancy Policy Sustaining Tenancies Policy Hoarding Policy Hardship & Temporary Absence Policy	
Legislation			Housing Assistance Act 1996 (COM) Housing Act 1983 (VIC) Housing Act 2003 (QLD) Housing Regulations 2015 (QLD) Housing Act 1982 (NT) Residential Tenancies Act 1997 (VIC) Residential Tenancies & Rooming Accommodation Act 2008 (QLD) Residential Tenancies Act 1999 (NT) National Affordable Housing Agreement Victorian Charter of Human Rights and Responsibilities Act 2006 Queensland Human Rights Act 2019 National Community Housing Standards Department of Human Services Standards (VIC) Consumer Charter for Community Managed Housing and Homelessness Services (VIC) National Community Housing Regulatory Code Victorian Community Housing Regulatory Code State based agreements between YWCA and statutory bodies	
Approval and Amendment history				
Review period – 2 years				
Approval date	Effective date	Version	Amendments	Next review
May 2022	May 2022	1.0	Superseded Inspection Policy	May 2024
May 2024	May 2024	2.0	Reviewed for WHF and transferred to new template	May 2026