

Access to Property (VIC)

1. Purpose

This policy outlines the circumstances in which HOME in PLACE (Victoria) Limited (HOME in PLACE VIC) will seek to enter a property, the type of access and the frequency of access.

2. Scope

This policy applies to all tenancies and properties managed by HOME in PLACE in its Victoria Portfolio.

The policy applies to all workers, directors and members of HOME in PLACE decision-making committees and advisory bodies. The policy applies to third parties engaged to carry out activities on behalf of HOME in PLACE if stipulated by agreements.

3. Policy Statement

HOME in PLACE VIC respects the right of tenants to enjoy reasonable peace, comfort and privacy in their property. HOME in PLACE VIC will only enter a property in accordance with the Residential Tenancies Act 1997, tenants must allow HOME in PLACE VIC and/or its agents access to their property for specific reasons.

These visits are beneficial to both tenants and HOME in PLACE VIC as they allow HOME in PLACE VIC to inspect, maintain and repair its properties and provides the tenant with an opportunity to raise any concerns with HOME in PLACE VIC workers.

Access to premises

HOME in PLACE may enter the property for the following purposes, in the following circumstances.

Purpose	Conditions of Entry
With consent of tenant	When tenant gives consent to the entry at, or immediately before, the time of entry
Conducting routine inspections (or for any other purpose)	At a reasonable time after giving at least 7 days' written notice
Suspect property abandoned	24 hours after giving the correct written notice
Inspecting or completing necessary repairs/maintenance	After giving at least 24 hours written notice
Showing property to prospective buyers	At a reasonable time, on a reasonable number of occasions after giving at least 48 hours written notice
Inspecting property and assessing any damage where there are family violence proceedings at VCAT	After giving at least 24 hours notice in writing to each tenant.

If written notice is required, the notice will be provided in the required form and state the day of entry and time of entry. Tenants have a right to be present when HOME in PLACE VIC or their agent enters the property.

Time of Access

HOME in PLACE VIC will, where practicable, arrange access at reasonable times, for example:

- Between 8:00 am and 6:00 pm, except on a public holiday
- At any other time agreed between HOME in PLACE and the tenant.

All access will be reasonable and no longer than necessary.

Routine Property Inspections

Routine property inspections provide the opportunity to:

- Develop and maintain positive relationships between tenants and HOME in PLACE VIC;
- Ensure the property is being maintained by the tenant;
- Identify property maintenance/ property care issues; and
- For tenants to raise any concerns regarding the property or their tenancy.

Tenancy laws allow a landlord to enter the premises to complete a routine property inspection a maximum of two (2) times per year. HOME in PLACE VIC will provide the required written notice and encourages tenants to be at home for the inspection if possible. HOME in PLACE staff will be respectful of tenants, their home, personal property and privacy. HOME in PLACE VIC may take photos during an inspection and tenants will have the opportunity to remove any person effects from the frame area. Tenants will be advised of any issues that arise from the inspection and given the opportunity to ask questions of staff.

Commitment to Child Safeguarding

HOME in PLACE VIC promotes the safety and wellbeing of all children and will not access a property where a minor is present unless the tenant, a household member and/or an authorised representative aged 18 or over is home. If the primary tenant is aged under 18, two HOME in PLACE VIC officers will attend. The tenant may also elect to have a support person present.

Review of Decisions

If a tenant disputes HOME in PLACE's request for access they should first discuss this with a Tenancy Relations Officer. If a tenant is still dissatisfied, they may seek a formal review of the decision.

4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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