

Home Visits and Property Inspections Policy (Victoria)

1. Purpose

This policy defines the approach HOME in PLACE Victoria (HOME in PLACE VIC) takes to fulfill its responsibilities in undertaking home visits and property inspections.

2. Scope

This policy applies to all properties managed or owned by HOME in PLACE VIC.

3. Policy Statement

HOME in PLACE VIC is committed to providing high level tenancy and property management services. Home visits and routine inspections are a critical component in quality housing management.

HOME in PLACE VIC will undertake home visits and routine property inspections in accordance with the requirements of the *Residential Tenancies Act 1997 (Vic)* and any contractual arrangements. Home visits and routine property inspections provide an opportunity to:

- Maintain quality relationships with renters
- Ensure the property is being maintained by the renter
- Ensuring renters can sustain their tenancy through early intervention and referrals
- Identify property maintenance issues
- An opportunity for renters to raise issues regarding their tenancy

Types of Home Visits and Inspections

New Tenancy Inspections

A new tenancy inspection (initial home visit) is conducted within the first 10 weeks of the tenancy. The purpose of the New Tenancy Inspection is to establish the relationship between the renter and their Tenancy Relations Officer, assist the household in their transition to a new home and community which may include making referrals to support services, ensure that the tenancy condition report has been completed and signed and identify any areas of concern or tenancy matters.

The renter will be given seven (7) days written notice for a New Tenancy Inspection, and a New Tenancy Inspection **is not** counted as one of the bi-annual routine inspections.

Routine Inspection

A routine inspection provides tenancy staff with opportunity to inspect the property for repairs, maintenance and damage, and confirm any changes to the household's circumstances. Routine Inspections may also provide opportunity for tenancy staff identify positive tenancy issues or concerns that may impact a renter's ability to sustain the tenancy and provide referrals to support services. Routine Inspections occur bi-annually (every six months), and the renter will be given seven (7) days written notice for a Routine Inspection.

Home Visits

Home visits are conducted when there is a legislative or organisational requirement to address a tenancy or property issue. This may include home visits in response to rental arrears, property cleanliness or damage concerns, or neighbourhood complaints. It may also include entry for repairs and maintenance. Home visits can be actioned immediately but will depend on the urgency of the situation. If entry is required to the property, the renter will be given at least 24 hours notice. Where possible notice of the home visit will be given to the renter by phone, SMS or letter.

4. Commitment to Child Safeguarding

HOME in PLACE 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 officers will attend. The tenant may also elect to have a support person present.

The process for handling complaints made by a child / minor or complaints from people with disability, families, carers, service providers may be generally managed in accordance with this policy however refer to the following for more information:

HOME in PLACE POL-003-02 Child Safeguarding Policy

HOME in PLACE PROC-012-02 Child Friendly Complaint Handling Procedure

HOME in PLACE POL-003-03 Safeguarding People with A Disability Policy

5. 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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