

Access to Property Policy (QLD)

1. Purpose

This policy explains the circumstances when HOME in PLACE (Queensland) Limited (HOME in PLACE QLD) 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.

This policy applies HOME in PLACE entities. References to HOME in PLACE in this policy refer to all HOME in PLACE companies unless specified otherwise.

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 QLD respects the right of tenants to enjoy reasonable peace, comfort and privacy in their property. In accordance with the Residential Tenancies and Rooming Accommodation Act 2008, tenants must allow HOME in PLACE QLD and/or its agents access to their property for specific reasons.

The circumstances when HOME in PLACE QLD will access a property are:

- HOME in PLACE QLD and/or its agents may enter a property at any time with the consent of the tenant. Consent can be given verbally or in writing;
- HOME in PLACE QLD and/or its agents can access a property in accordance with the requirements of the Residential Tenancies and Rooming Accommodation Act 2008.

Reasons and notice periods for entry

| PURPOSE | NOTICE | DETAILS |
|--|----------|---|
| Inspect the property | 7 days | Once every 3 months |
| Follow-up inspection (to check a significant breach has been fixed) | 24 hours | Entry must occur within 14 days of the expiry date on the Notice to Remedy Breach (Form 11) or R11 for rooming accommodation. |
| Repairs or maintenance (e.g. safety switch and smoke alarm installation) | 24 hours | Entry can occur without notice if the property is located in a remote area and there is a shortage of tradespeople. |

| PURPOSE | NOTICE | DETAILS |
|---|--------------------|---|
| Follow-up inspection to check on repairs undertaken | 24 hours | Entry must occur within 14 days of the maintenance or repairs being completed. |
| Show property to a prospective purchaser | 24 hours | A reasonable amount of time must have passed since the last entry for this reason. There are different rules for open houses. The property manager/owner must give the tenant a Notice of lessor's intention to sell (Form 10) which must include details of how they plan to market the property. |
| Show property to a prospective tenant | 24 hours | A reasonable amount of time must have passed since the last entry for this reason. There are different rules for open houses. The tenant must have also given a Notice of Intention to Leave (Form 13) or a Resident leaving Form R13 for rooming accommodation, or received a Notice to leave (Form 12) or Form R12 for rooming accommodation. |
| To allow a valuation of the property | 24 hours | |
| If the property manager/owner reasonably believes the property has been abandoned | 24 hours | An Abandonment termination notice (Form 15) should be used to end a tenancy in this situation. |
| Tenant agrees to entry | At the agreed time | |

An entry notice is not required in the following circumstances:

- In an emergency;
- If HOME in PLACE QLD believes entry is necessary to protect the property from damage about to happen;
- If HOME in PLACE QLD has reasonable grounds that the property has been abandoned;
- If the tenant verbally agrees with the entry.

Entry times

HOME in PLACE QLD will only enter a property between 8 am and 6 pm Monday to Friday and for general inspections will specify a 2 hour window for the inspection to be completed. This timeframe does not apply to tradespeople or property valuers.

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

Actions taken if entry denied

HOME in PLACE QLD will only enter a property in accordance with the requirements of the Residential Tenancies Act 2010 and will, where required, provide written notice to the tenant. If proper notice has been given, a tenant must not deny or hinder HOME in PLACE QLD' right to enter.

If entry is refused HOME in PLACE QLD will, in the first instance, discuss this directly with the tenant. If further entry is denied, the tenant may be in breach of their tenancy agreement and HOME in PLACE QLD can make application to the Queensland Civil & Administrative Tribunal (QCAT) requesting an order for access.

Disputes about Entry

If a tenant disputes HOME in PLACE QLD requests for entry they should first discuss this with a Tenancy Relations Officer at HOME in PLACE QLD.

Review of Decisions

If a tenant is dissatisfied with a decision or service provided by HOME in PLACE QLD, they should first talk to a Tenancy Relations Officer. If they are still dissatisfied, they may seek a review of the decision or service or for disputes relating to access, a tenant may make application to the Queensland Civil & Administrative Tribunal (QCAT).

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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