



# Connect Victoria Park Housing

## Property Report & Inspection Policy

CVP Policies	Property Report & Inspections	Effective date:	23/02/2022
Approved By	Board of management	Review date:	Feb 2024
Warning	This process is uncontrolled after printing		

## **Purpose**

This policy explains how Connect Victoria Park Inc reports on property conditions before and after a tenancy, and how regularly it performs property inspections.

## **Scope**

This policy applies to tenancies under the *Residential Tenancies Act (1987)* for properties owned by Connect Victoria Park Inc.

## **Our Commitment**

CVP Inc is committed to providing safe, clean and well-maintained accommodation that also complies with health, building and safety requirements for all current and future tenants.

CVP Inc will use property inspections as opportunities for tenants to provide feedback on the general condition and wear-and-tear of their unit, as well as to ensure that properties are kept safe, clean, in functioning order and to arrange maintenance if necessary.

Inspections provide CVP Inc with information on a tenant's capacity to maintain a sustainable tenancy and live independently. CVP Inc will offer support and/or referrals for tenants on matters impacting their tenancy or ability to live independently.

## **Property Condition Report**

On moving into a CVP Inc's property, CVP Inc will provide the tenant with two copies of a completed Property Condition Report (PCR), both signed and dated.

The PCR sets down the exact contents and condition of the premise at the beginning of the tenancy. It also states if anything in, on or around the property is broken or in poor condition.

The PCR will be used to judge the condition of the property during the tenancy and if and when the tenant decides to vacate.

The tenant will have seven days to review the PCR, make any amendments, sign one of the copies and return it to CVP Inc. The tenant should keep the other copy for their records.

If the tenant does not return an edited and signed copy of the PCR within this timeframe, it means they have accepted the PCR.

Tenants are encouraged to take photographs to attach to amendments they make to the PCR.

At the end of a tenancy, CVP Inc will give tenants a reasonable opportunity to attend a final inspection. CVP Inc will complete a final version of the PCR, recording the condition of the property at the end of the tenancy, within 14 days of the final inspection.

### **Property Inspections**

An inspection is an arranged visit by CVP Inc to a tenant's unit.

CVP Inc will carry out routine inspections at least once a year for each property.

Inspections are opportunities to ensure that standards set by CVP Inc and the *Residential Tenancy Act (1987)* are being met. At inspections, CVP Inc also has the opportunity to identify any maintenance issues that need attention.

Tenants must keep their units in a reasonable state of cleanliness and make sure that no damage is caused, either intentionally or through neglect, to the premises. If any damage occurs, tenants must inform CVP Inc as soon as possible.

Inspections also offer a chance for CVP Inc and the tenant to discuss:

- 1) Current emergency contact / next of kin
- 2) Arrangements for spare keys
- 3) Arrangements for regular check-in / wellbeing check
- 4) Satisfaction with current level of social connection
- 5) Support services / referrals required

Tenants may request an inspection if they wish to raise any issues with CVP Inc relating to property conditions or support required.

CVP Inc will give 7 to 14 days' notice of its intention to carry out an inspection.

In addition to routine inspections, CVP Inc may also conduct inspections if there are reasonable grounds to believe that a property has been abandoned, and/or in case of necessary repairs or maintenance to the property.

### **Issues after inspection**

If, during an inspection, CVP Inc identifies that a tenant has not reasonably maintained their property, and/or there is damage to the premises, CVP Inc will advise the tenant of what is required to bring the property up to a satisfactory standard. A follow-up inspection may be arranged to ensure the requested work has been completed and issues rectified.

CVP Inc's Housing Officer will work with the tenant to find solutions to maintain the premise in a reasonable state. This may include, but is not limited to, facilitated referrals to My Aged Care and other support services.

In the event of a tenant failing to remedy the situation, CVP Inc may issue a Breach Notice.

CVP Inc will only issue a Notice of Termination (Eviction) as a last resort when other avenues to address the issue have been exhausted.

CVP Inc will follow Breach and Eviction processes as outlined in the *Residential Tenancies Act (1987)*.