

Inspections Policy

Purpose

The purpose of this policy is to define Alliance Housing's approach to undertaking property inspections allowable under the Residential Tenancies Act 1987.

Scope

This policy applies to all housing programs delivered by Alliance Housing.

Intent

The intent of this policy is to ensure that Alliance Housing undertakes property inspections consistent with the requirements of the Residential Tenancies Act:

- in a manner that supports tenancy sustainability; considers the health, safety and wellbeing of tenants;
- monitors and maintains the condition of the dwelling to an appropriate standard;
- ensure consistency, transparency, and accountability in property inspections.

Policy

1. General Property Inspections

Alliance Housing will undertake a general property inspection on a regular basis. This will be a minimum of once per year but may be more often subject to the length and performance of the tenancy to the maximum of 4 routine inspections per year.

Prior to the inspection, Alliance Housing will notify the tenant in writing at least 7 days prior of the inspection consistent with the requirements of the Residential Tenancies Act (RTA). Alliance Housing will arrange with the tenant for a mutually agreed day and time for the inspection.

The purpose of the inspection will be: -

1.1. Health and Safety

Assessing the critical health and safety aspects of the property for tenants including:

- the presence of Residual Current Devices and Smoke Alarms;
- condition of any steps, stairs, damage, asbestos or other potential hazards or risks;
- Any urgent safety concerns will be addressed immediately.
- confirming that the tenant has no new or emerging medical or health issues that may make the property unsuitable or unsafe for their needs.

1.2. Tenancy Management

Consider and assess key tenancy management issues including:

- Assessing and discussing tenancy performance including property condition, rental arrears or tenancy complaints;

- Confirming current household arrangements including appropriateness of current rent, eligibility and size of property;
- Discussing any tenancy support or referral requirements.
- Identification of any tenant liability damage and discussing procedures options for having the damaged repaired.
- Use the opportunity to discuss any general issues or problems tenants may be experiencing and to provide help or advice if needed.

1.3. Property Maintenance

Assessing the immediate or future maintenance requirements to sustain the internal and external condition of the dwelling to an appropriate standard including:

- Discussing any maintenance requests identified by the tenant;
- Assessing the requirement for any immediate maintenance works on the dwelling;
- Identification of any potential issues of concern about the maintenance integrity of the dwelling.

1.4. Asset Management

Considering the long term asset management requirements for the dwelling and the property including:

- Assessing current identified planned maintenance;
- Identification of, and proposed timing for, future planned maintenance requirements;
- Assessment and identification of specific structural, dwelling or site issues/opportunities requiring asset management investigations and/or decisions.

2. Follow up inspections or Client Contact Visits

To complement its comprehensive **General Property Inspections**, Alliance Housing may elect to conduct property visits or follow up inspections on its properties.

These visits will be pre-arranged with the tenant via the issue of a written notice or advice in compliance with the Residential Tenancies Act.

The purpose of these visits may include:

- Follow up of outstanding or agreed issues arising from a previous inspection;
- To undertake further tenancy management or tenancy engagement and support activities;
- To investigate transfer requests or other tenancy issues;
- To follow up maintenance issues or asset management investigations;
- To investigate tenant feedback and complaints under the [Tenant Feedback, Complaints and Appeals Policy](https://alliancehousing.sharepoint.com/Company%20Data/MASTER%20FORMS/Policies/Feedback,%20Complaints%20&%20Appeals%20Policy.docx) (<https://alliancehousing.sharepoint.com/Company%20Data/MASTER%20FORMS/Policies/Feedback,%20Complaints%20&%20Appeals%20Policy.docx>)

3. End of Tenancy Inspections

Where a tenant provides notice of their intention to vacate a property, Tenancy Officers may offer the tenant a voluntary end-of-tenancy inspection.

This will provide the opportunity to inspect the property and identify any damage, cleaning or unauthorised changes to the property

This gives the tenant the opportunity to address issues and avoid Bond deductions.

Upon return of the keys a final outgoing property inspection will be carried out within 7 days of the keys being returned. This final inspection of the property will identify any damage, cleaning or unauthorised changes to the property using the ingoing property inspection as a comparison.

Emergency or Urgent Inspections

Alliance Housing may enter the property without notice in urgent situations affecting health, safety, or security, consistent with **s.48 RTA**.

Tenants will be informed as soon as practicable.

Vulnerable Tenants and Accessibility

Additional support will be provided to tenants with:

- Disabilities or mobility limitations
- Limited English proficiency or literacy
- Older tenants or other vulnerabilities

Inspections will be conducted respectfully, accommodating specific needs wherever possible.

Record-Keeping and Privacy

- All inspection records, photographs, and PCRs will be:
- Stored securely
- Treated as confidential in line with the **Privacy Act 1988 (Cth)**
- Accessible only to authorised Alliance Housing staff

Records will be used to:

- Monitor property condition
- Identify maintenance and asset management needs
- Support tenancy management and compliance
- compliance

Standardisation of Inspections

All inspections will use a **standard checklist** to ensure consistency.

Tenancy Officers will document:

- Property condition
- Tenant feedback or issues
- Maintenance or repair requirements
- Any other relevant tenancy matters

Legislation and Compliance:

This policy operates consistent with the requirements of the:

- *Residential Tenancies Act 1987 (WA)*
- *Privacy Act 1988*
- *Community Housing Regulatory Framework*

Implementation, Review and Amendments

This policy is applicable from the date of Board Approval.

Alliance Housing will review this policy on a regular basis to ensure it remains up to date.

Document/ Version Number	Amended By:	Amendment Narrative	Board Approval Date	Status
AH-INSPP/1	Elysian Consultants	New Policy Document	23/03/2021	Superseded
AH-INSPP/1	SAO	No changes needed	25/01/2022	Superseded
AH/INSPP/2	CEO	Insert vulnerable tenants, record keeping, standardisation of inspections	17/09/2025	Approved