

PROPERTY ACCESS AND INSPECTIONS POLICY

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1 Purpose and Objective

This policy sets out Housing Plus's approach to inspections and property access.

2 Scope

- a. This policy applies to all Housing Plus' and its subsidiaries' employees, management and other stakeholders including volunteers.
- b. This policy applies to all Housing Plus tenants.
- c. This policy describes the organisation's objectives and policies regarding inspections and property access.

3 References

3.1 Legislation

- NSW Housing Act 2001
- NSW Residential Tenancies Act 2010

3.2 Policies

- Housing Plus Sustaining Tenancies Policy
- Housing Plus Customer Feedback, Appeals and Complaints Policy
- Housing Plus Repairs and Maintenance Policy

4 Definitions

Term: Company

Definition: Housing Plus, ABN 83 147 459 461, and all of its related and associated entities

Term: Employee

Definition: An individual who is directly engaged and paid by the Company as an Employee

Term: Manager

Definition: An Employee who has direct reports (includes Executive, Senior Management and Team Leaders). In situations involving volunteers, 'Manager' refers to the Volunteer Supervisor

Term: Executive

Definition: A member of the Executive team

Term: Volunteer or Other Stakeholders

Definition: Collectively refers to any individual(s) who is not an Employee but who carries out work (whether paid or unpaid) for the Company, including (but not limited to) work as a volunteer, contractor, secondee, consultant or subcontractor, labour hire company, an apprentice or trainee, and a student gaining work experience.

Term: Work Environment

Definition: Includes but is not limited to:

- During and outside normal working hours.
- All functions, events and places which are work related (e.g. Including working from home under the flexible work policy, work lunches, conferences, Christmas parties and client functions).
- During the recruitment process; any environment which has sufficient connection to employment; decisions about promotions and other career opportunities, or in the termination of employment.
- In the course of providing goods and services.

5 Responsibilities

5.1 Executive

- a. Ensure adequate resources are provided to implement and support this policy.
- b. Manage the implementation of and adherence to this policy.
- c. Model appropriate standards of behaviour.

5.2 Management

- a. Ensure that all Employees and Other Stakeholders are aware this policy and understand their obligations.
- b. Ensure effective implementation of and adherence to this policy.
- c. Model appropriate standards of behaviour.

5.3 Employees, Volunteers and other Stakeholders

- a. Understand and comply with this policy.
- b. Model appropriate standards of behaviour.

6 Policy

Both Housing Plus and tenants have rights and obligations during a tenancy. These are set out in the following legislation, policies and agreements:

- NSW Housing Act 2001

- NSW Residential Tenancies Act 2010
- Housing Plus policies and procedures
- The residential tenancy agreement (tenancy agreement) signed by the tenant, including any additional terms.

As the landlord, the tenancy agreement gives Housing Plus the right to enter a property in certain circumstances.

6.1 Property inspections

During a tenancy, Housing Plus undertakes routine inspections to:

- Assess the condition of the property
- Identify repairs or maintenance work required
- Build and maintain relationships with tenants and household members
- Identify any tenancy management issues under an early intervention approach to sustain tenancies (see *Sustaining Tenancies Policy*).

If a property, at the time of inspection, is found to have damage caused by the tenant or others, to the value of \$500 to \$999 Housing Plus will issue a breach notice, and a payment plan will be required to address the tenant charged debt to rectify. If the value is determined to be greater than \$1000, a termination notice will be issued, and an application to NCAT will be made. If property damage continues the tenancy may be terminated. All tenant damages will result in a Tenant Charge regardless of the value, even below \$500 is recoverable.

Housing Plus also conducts a dedicated *Property Assessment Survey* on properties (excluding leasehold properties) every three (3) years.

The *Residential Tenancies Act 2010* requires Housing Plus to give tenants at least seven (7) days written notice before a property inspection. Where appropriate notice is given, tenants must facilitate access to their property.

Housing Plus may undertake a home visit at any time during a tenancy with the tenant's consent.

3.2 Repairs, maintenance and home modifications

Housing Plus undertakes planned maintenance services to keep properties in good condition and ensure consistent maintenance standards are achieved. Housing Plus must give at least two (2) days' notice before carrying out repairs and maintenance.

This includes annual smoke alarm inspections for compliance as mandated by the Residential Tenancies Act 2010.

Refer to the *Repairs and Maintenance Policy* for information on repairs and maintenance, including how to report repairs.

6.2 Notice periods

Table 1 lists the reasons Housing Plus may visit a property and the required notice period.

In some situations, including emergencies, urgent repairs, required inspections, or concerns for the health and safety of any household member, Housing Plus may access a property without the tenant's consent or an access order. Sections 55 and 57 of the *NSW Residential Tenancies Act 2010* outlines when this can occur.

Table 1 – Reasons for property access and notice periods

Reason for access	Maximum frequency	Minimum notice
Property inspection	4 times in any 12 months	7 days' written notice
Property valuation	1 time in any 12 months	7 days' written notice
To carry out or assess the need for necessary repairs or maintenance that is not urgent	As required	2 days' written notice each time
To carry out or assess the need for work to meet health and safety obligations/legislation	As required	As required 2 days' written notice each time
Property Assessment Survey (PAS)	1 time every 3 years	7 days' written notice
In an emergency	As required	None - a tenant's home can be entered without consent or notice under Section 51 of the NSW Residential Tenancies Act
By NCAT order	As required	As per the NCAT order
If there are serious concerns about the health and safety of the tenant or household members	As required	A reasonable attempt must have been made to contact the tenant to gain consent

Housing Plus may apply to the NSW Civil and Administrative Tribunal (NCAT) for an access order if we cannot access a property.

7 Appeals and Reviews of Decisions

Decisions made under this policy can be reviewed or appealed. For more information, refer to the *Customer Feedback, Appeals and Complaints Policy*.

8 Document Control

8.1 Document History

Action	Responsible Person	Date
Created draft	Lena Jenson Chris Maybin Harmony Meath Therese Short	June 2024
Reviewed by	Liz Stamatelos James Adrichem	December 2024 January 2025
Approved by	Justin Cantelo	February 2025