HOUSING INSPECTIONS POLICY AND PROCEDURE

pathways southwest
Towards better mental health

Policy Statement

The purpose of this policy is to define Pathways SouthWest approach to undertaking property inspections. The intent of this policy is to ensure that Pathways SouthWest undertakes property inspections consistent with the requirements of the Residential Tenancies Act, and in a manner that supports tenancy sustainability; considers the health, safety and wellbeing of tenants; and monitors and maintains the condition of the dwelling to an appropriate standard.

Scope

This policy applies to all housing managed by Pathways SouthWest. The Management Team own this policy.

Definitions

- **Property:** In relation to rental properties, this includes the building, garden and any sheds etc.
- **Rent:** The money the tenant pays the lessor for the right to live in the premises.
- **Tenancy agreement:** The terms and conditions of occupying the premises.
- **Tenant:** The person who rents accommodation from the lessor. At Pathways SouthWest tenants can be referred to as consumers.
- **Termination of a tenancy:** When the lessor, the tenant or the court ends a tenancy

Principles

1. General Property Inspections

Pathways SouthWest 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. Prior to the inspection, Pathways SouthWest will notify the tenant in writing of the inspection consistent with the requirements of the Residential Tenancies Act 1987 (RTA). Pathways SouthWest will arrange with the tenant for a suitable day and time for the inspection.

<u>The purpose of the inspection will be:</u>

1.1. Health and Safety

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

- The presence of Residual Current Devices (RCD) and smoke alarms.
- Condition of any steps, stairs, damage, asbestos or other potential hazards or risks;
- 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.

1.3. Property Maintenance

Assessing the maintenance requirements to sustain the internal and external condition of 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 are managed as per Pathways SouthWest Head Lease with Department of Housing and Works.

2. Follow Up Inspections or Tenant Contact Visits

To complement its comprehensive General Property Inspections, Pathways SouthWest 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 1987.

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 and Procedure*.

3. End of Tenancy Inspections

Where a tenant notifies Pathways SouthWest that they intend to vacate the property, we will arrange to complete an end of tenancy inspection. This will provide us the opportunity to inspect the property and identify any damage, cleaning or unauthorised changes to the property that need to be addressed before the tenant returns the keys. This will give the tenant the opportunity to avoid unwanted tenant liability costs that maybe deducted from their Security Bond.

Key Contacts

Questions about how to implement this procedure should be directed to Pathways SouthWest CEO on ceo@pathwayssouthwest.org.au or phone 97911257

Related Policies and Other Documents:

- Asbestos Management Policy and Procedure
- Asbestos Register
- Asset Management and Procurement Policy and Procedure
- Business Continuity and Risk Planning
- Consumer Charter for Community Managed Housing and Homelessness Services
- Continuous Improvement Policy and Procedure
- Compliance Policy and Procedure
- Feedback and Complaints Policy and Procedure
- Governance Policy and Procedure
- Incident Management Policy and Procedure and all related reporting forms.
- National Safety and Quality Mental Health Standards for Community Managed Organisations
- Property Maintenance Policy and Procedure
- Risk Management Policy and Procedure
- Risk Register
- Tenants Handbook and Information Sheets
- Western Australian Community Housing Regulatory Framework
- Work Instruction for Cyclical Maintenance
- Work Instruction for Day-to-Day Maintenance
- Work Instruction for Follow-up Maintenance

Relevant Legislation

- Accounting Standard AASB 1048 Interpretation of Standards (December 2017)
- Australians Charities and Not for Profits Commission Act 2012
- Age Discrimination Act 2004
- Anti-Discrimination Act 1991
- Australian Auditing Standards Australian Human Rights Commission Act 1986
- Building Regulations 2012
- Carers Recognition Act 2004 (WA)
- Carers Recognition Act 2010
- Charter of Health Care Rights
- Competition and Consumer Act 2010
- Disability Discrimination Act 1992
- Disability Services Act 1993 (WA)

- Electricity Act 1945
- Electricity Regulations 2012
- Environmental Regulations Amendment (Work Health and Safety) Regulations 2022
- Equal Opportunity Act 1984 (WA)
- Fair Work Act 2009
- Freedom of Information Act 1982
- Health (Asbestos) Regulations 1992 (WA)
- Health Records (Privacy and Access) Act 1997
- Housing Assistance Act 1996 (COM)
- Human Rights Act 2004
- Mental Health Act (WA) 2014
- National Construction Code 2022
- National Housing and Homelessness Agreement (2018) – Bilateral Agreement with WA Schedule E4
- National Regulatory Community Housing Standards
- National Regulatory Code for the National Regulatory System of Community Housing 2022
- Privacy Act 1988
- Public Sector Ethics Act 1994
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Residential Tenancies Act 1987
- Sex Discrimination Act 1984
- Quality of Care Principles 2014
- Workplace Gender Equality Act 2012
- Work Health and Safety Act 2020 (WA)
- Work Health and Safety (General) Regulations 2022
- WorkSafe (WA), Code of Practice: How to Manage and Control Asbestos in the Properties (2022); https://www.worksafe.wa.gov.au/publications/code-practice-how-manage-and-control-asbestos-workplace (accessed 10/05/2025)

Other Relevant References

Asbestos Identification www.health.wa.gov.au/~/media/Files/Corporate/general-documents/Asbestos/PDF/Guidance_note_identification_of_asbestos_containing_material.pdf (accessed 11/06/2025)