

FACT SHEET

PROPERTY INSPECTIONS



Property Inspections are completed annually to ensure the tenant is taking care of the property but also to identify any maintenance requirements.

When carrying out an inspection, the **urgent and responsive maintenance** should be identified and be allocated a time frame within the one-year inspection cycle. The objective should be to complete all the responsive maintenance within a 12-month period before the next inspection. This way the amount of minor maintenance should not build up to unmanageable proportions.

Procedures for Inspections

- Under the *Residential Tenancies Act*, Section 85, at least 24 hours written notice must be given to the tenant of the intention to conduct an annual/six monthly inspection of the property. This notice can be posted or hand-delivered between the hours of 8am and 6pm. It is recommended that more than 24 hours notice (and not more than seven days notice) be given for these inspections.
 - The written notice should state that if the tenant is unable to be in attendance at the nominated date and time then either:
 - A friend or adult family member may attend;
 - A new date and time may be negotiated;
 - The CERC may enter using their own keys – use of the CERC keys is illegal if written notice has not been given.
- NOTE:** It is recommended that written notice of the intention to inspect should be on the prescribed VCAT forms.
- When scheduling annual/six monthly inspections, the CERC should be mindful of the three yearly CEHL Asset Inspection cycle. If the two inspections coincide too closely, it may be wise to re-schedule the CERC inspection or to obtain the tenant's consent at a General Meeting to hold them at the normal time.
 - It is recommended that at least two CERC representatives attend all annual/six monthly inspections.
 - The tenant must provide access to the property by the landlord, who may not enter in an unreasonable way or stay any longer than necessary.
 - At any mutually agreed date and time, or in accordance with a written notice given on a prescribed VCAT form, the landlord may have access to a property to validate a tenant's request for maintenance or to inspect work completed by a tradesperson.
 - It may be useful for a member of the CERC to accompany the CEHL Property Officer on their inspection.

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CERC Property Inspection Form

The CERC Inspection Form provides information and prompts on what to look for when carrying out a thorough maintenance inspection. The form divides the house into rooms and breaks down each room into its primary components. As well, there is a section for General items (roof, fascia, stairs, floor structure, etc) and External items pertaining to a house (stormwater drains, hot water unit, electrical etc).

The inspection form asks you to assess each component of the property as either Good, Fair or Poor. An item is **Good** when it is still serviceable, **Fair** when it will require replacement or repair within 1 to 5 years and **Poor** it requires immediate replacement or repair.

The next section is for comments and instructions. In this section there are prompts as to what to look for when you are carrying out your maintenance inspection.

All items listed should be checked against the condition noted on the inspection form. On the far right hand side of the CERC Inspection Form you will see three columns.

- **C** for CERC is the area you list all the maintenance items that are the responsibility of the CERC. Areas such as door adjustments, painting, window repairs etc.
- **T** for Tenant is the area you list all the maintenance items that are the responsibility of the Tenant. Areas such as steam cleaning of carpets, cleaning up yards, washing walls etc.

When carrying out a maintenance inspection you should be aware of the different forms of maintenance. (Available [here](#))

DEFINITIONS

A condition report	A record of the state of the property at the beginning and end of a tenancy. <i>Condition Reports</i> are available from Consumer Affairs Victoria
Inspection Reports	These are only done during a tenancy. Under the CCA the CERC must inspect each property annually. If the CERC has a concern with the condition of a particular property, the <i>Residential Tenancies Act</i> allows six monthly inspections
An Annual Inspection	These cannot be done during the first three months of a tenancy
CEHL Asset Inspections	These are conducted every three years by a CEHL Property Officer
Urgent maintenance	Is maintenance that has to be completed ASAP to protect the health of the Tenant and/or security of the Tenant and the property. Urgent maintenance would include items such as broken gas pipes, electrical faults, sewerage problems and broken windows
Responsive maintenance	Is the every day maintenance. These are generally small jobs such as dripping taps, faulty door latches, broken fly screens etc
Cyclical maintenance	Is the maintenance that occurs at regular periods and therefore can be planned ahead. It involves maintenance items that have a predictable life span (give or take a few years), which makes budgeting for them relatively simple. This is the maintenance where the Rating System is used