

Date of Review	Authorised Signature
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TITLE: **04.23 Housing Services Property Inspections Policy**

SCOPE: RQ property portfolio.

POLICY: RQ is committed to undertaking regular property inspections of all properties in the organisations portfolio to ensure that all properties are maintained to a standard that meets community expectations as well as Departmental lease agreement requirements.

PURPOSE: To provide guidelines to RQ Housing Services on frequency and processes regarding property inspections.

DEFINITION/S: RQ – Roseberry Qld
 QHIC- Queensland Housing Inspection checklist
 Responsive Maintenance – the day-to-day maintenance or repair works that are carried out on tenanted or vacant properties in response to requests for such works, to restore an item or component to its working condition
 Planned Maintenance – referring to the predictable repairs, replacements and building maintenance that can be planned for in advance on a cyclical basis.
 RTA – Residential Tenancies Authority
 RTRAA – Residential Tenancies and Rooming Accommodation Act 2008

PROCEDURES: **04.23.01 Property Inspection Schedule**

1. RQ will conduct a property inspection within the first month to six weeks of a new tenancy to gauge how a household is managing in the property. If the tenant is managing well and the property is being well maintained, property inspections will be completed on a six-monthly schedule thereafter.
2. For those tenants who have difficulty in maintaining the property or issues have been identified, RQ Housing Officers will schedule property inspections to occur on a 3-monthly cycle.
3. Wherever possible RQ Housing Officers will schedule inspections to ensure that the tenant is home during the inspection however where necessary, approval will be sought from the tenant to conduct the property inspection without them present. If the tenant is really unhappy about not being present for the inspection,

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every attempt will be made by the RQ Housing Services staff to reschedule to a more convenient time.

4. RQ Housing Officers will organise an end of tenancy inspection, preferably with the exiting tenant present to finalise the tenancy as per the 04.13 RQ Housing Services Ending Tenancies Policy.

04.23.02 Property Condition Audits with the relevant State or Federal Government agency/ies

From time to time the will be required to conduct property condition audits on RCS properties leased from the relevant State or Federal Government agency/ies. The timing and issuing of Entry Notices will be negotiated between the relevant State or Federal Government agency/ies and RQ Housing Officers, ensuring that RTRAA requirements are adhered to.

04.23.03 Property Inspections with the relevant State or Federal Government agency/ies

RQ Housing Staff are accompanied by the relevant State or Federal Government agency/ies staff for an annual property inspection. This inspection forms part of the RQ Property Inspection Schedule and will be negotiated with the relevant State or Federal Government agency/ies at the time it is due.

04.23.04 Property Inspection Documentation

1. RQ provides all tenants formal notification of property inspections by using the Entry Notice and ensuring that adequate notice is provided as per the requirements of the RTRAA legislation.
2. RQ Housing Services staff refers to the original and any subsequent condition reports as well as any previous inspection forms in preparation for the inspection and record outcomes of the inspection on the RQ Housing Services Periodical Inspection Form. This form is used to record the condition of the property including making note of any damage, condition of the property at the time of the inspection and maintenance requests. It provides RQ with accurate and up to date information regarding the condition of the property. Information collected on this form is used to inform and advise the Asset Maintenance Plan and is reviewed at meetings with Housing Services staff and the Business Manager.

ACCOUNTABILITY: RQ Housing Officer, RQ Housing Manager, RQ General Manager

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**EVALUATION
METHOD:**

Tenant Annual Satisfaction Surveys
Feedback from tenants
Housing Officer inspection after job complete
Complaints and Appeals review

**OTHER RELATED
POLICIES /
DOCUMENTS:**

04.13 Housing Services Ending Tenancies Policy
04.22 Housing Services Property Standards Policy
04.25 Housing Services Responsive Repairs and
Maintenance Policy
04.28 Housing Services Contractors and Tradespersons
Policy
RQ Periodical Property Inspection Form
RPM Job Order Form
Maintenance Purchase Order
Contractor/Tradespersons Register
Tenants Information Kit
RQ Housing Services Asset Maintenance Plan
The relevant State or Federal Government agency/ies
Lease Agreements and Program Specifications

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	November 2018	No	N/A	N/A
2	16/03/2020	Yes	RQ Board	27/06/2020
3	December 2020	No	N/A	N/A

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