

04.23 HOUSING & HOMELESSNESS SERVICE 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 and Homelessness Service on frequency and processes regarding property inspections.

DEFINITION/S

RQ	Roseberry Qld
General Manager	Also refers to Acting General Manager
Workforce	Refers to all individuals providing service on behalf of RQ, such as Staff, Volunteers, Independent Clinicians, Consortium.
Staff	Refers to paid staff, graduates and student placements.
QHIC	Queensland Housing Inspection checklist
RTA	Residential Tenancies Authority
RTRAA	Residential Tenancies and Rooming Accommodation Act 2008
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.

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, 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 RQ 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.

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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 and Homelessness Service 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 and Homelessness Service staff and the Business Manager.

ACCOUNTABILITY

RQ Housing Officer, RQ Housing and Homelessness Manager, RQ General Manager

EVALUATION METHOD

Review of RQ policies as per [01.10 Policy and Procedure Development and Review Policy](#), [02.23 Quality Evaluation & Improvement Policy](#)

Tenant Annual Satisfaction Surveys

Feedback from tenants

Housing Officer inspection after job complete

Complaints and Appeals review

LEGISLATIVE COMPLIANCE

[Queensland Housing Act 2003](#)

[Queensland Housing Regulation 2015](#)

[Residential Tenancies and Rooming Accommodation Act 2008](#)

RELATED DOCUMENTS

[04.13 Housing and Homelessness Service Ending Tenancies Policy](#)

[04.22 Housing and Homelessness Service Property Standards Policy](#)

[04.25 Housing and Homelessness Service Responsive Repairs and Maintenance Policy](#)

[04.28 Housing and Homelessness Service Contractors and Tradespersons Policy](#)

RQ Periodical Property Inspection Form

RPM Job Order Form

Maintenance Purchase Order

Contractor/Tradespersons Register

RQ Housing Services Asset Maintenance Plan

[RQ Tenant Information Kit \(roseberry.org.au\)](http://roseberry.org.au)

[DCHDE Social Housing Program Specifications](#)

DOCUMENT CONTROL

Category	Current document details
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November 2018	V1			
16/03/2020	V2		RQ Board	27/06/2020
02/01/2023	V3	Minor updates	General Manager	13/02/2023