

Williamstown Rental Housing Co-operative Policy Document

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Policy Name:	Access to Properties
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1. Introduction

Williamstown Rental Housing Co-operative Ltd (WRHC) aims to keep the properties managed to a set standard and recognises that to do so it must have a documented process for entering these properties to assess their condition.

2. Purpose

This policy establishes the approach of WRHC in order to fulfil its rights and responsibilities as a landlord when there is a need to access a tenanted property.

3. Scope

This policy applies to all properties managed by WRHC.

4. Relevant Co-operative Objectives

To ensure that the properties are maintained in good repair.

5. Policy

Access to a property by WRHC will be undertaken in accordance with the Residential Tenancies Act 1997 (RTA).

WRHC will provide the tenant with written notice of the intention to enter a property unless verbal agreement has been given by the tenant. The notice will provide the reason for the need to access the property.

In cases of a deemed emergency and/or concern for the welfare of a tenant WRHC reserves the right to access properties without written notice. WRHC will attempt to contact the tenant by the usual means before doing so.

WRHC will pursue action in accordance with the RTA where a tenant refuses or prevents entry to WRHC and WRHC has the right to do so within the RTA.

WRHC will exit a property and maintain the security of the property as it was prior to the entering of the property, including but not limited to windows and doors. Where a hazardous situation is found at the property WRHC will attempt to make the situation safe.

6. Responsibilities

The Housing Administrator will ensure that all access notices and methods of entry are consistent with the RTA.

The tenant will be responsible for ensuring access is provided and the property is able to be accessed safely and without hazard.

7. Definitions

8. Related documentation, legislation and standards

Residential Tenancies Act 1997

Housing Act 1983 (Vic)

Guidelines for Registered Housing Agencies published by DHHS

Performance Standards for Registered Housing Agencies

9. Transparency and accessibility

This policy is available on the WRHC website www.williamstownhousingcoop.org.au