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| **Property Inspections** |

When you are a tenant in a property managed by Vinnies Housing, your property will undergo routine inspections once every quarter (i.e., once every three months). These inspections are essential for both you, as a tenant, and for Vinnies Housing, as property managers, because they enable us to identify any maintenance or repair requirements.

You will receive a minimum of 7 days' notice before an inspection, provided via an Entry Notice from the Residential Tenancies Authority. The Entry Notice will specify who will be entering your property. For instance, if you reside in a property owned by the Department of Housing and Public Works, there may be instances where a representative from this Department joins a routine inspection. In cases of privately owned properties, the property owner (or their real estate agent, if applicable) may choose to attend an inspection occasionally to personally assess the property's condition. Routine inspections are typically brief, lasting around 15-20 minutes. If you are not present at the time of the inspection, Vinnies Housing will utilise our set of keys for access. We will also take photographs to maintain ongoing records of the property's condition and any maintenance or repair needs.

**What Vinnies Housing Looks for in a Routine Inspection**

A routine inspection is not an assessment of housekeeping standards, but we do expect that your home is kept clean and in good condition. The primary purpose of a routine inspection is to:

* Evaluate the property's condition.
* Document its current state.
* Identify any damage.
* Assess whether any repairs or maintenance are necessary.
* Ensure there are no health or safety concerns.

**Tenant Responsibilities Before a Scheduled Inspection:**

• Minimise clutter inside the property to avoid obstructing the inspection.

• If you have pets, ensure they are fully restrained, as Vinnies Housing will need access to all areas of the property, including the exterior.

• For health and safety reasons, Vinnies Housing staff must wear shoes at all times, including inside your property. If this poses a cultural concern for you, please contact us before the inspection date to make alternative arrangements.

• Ensure that any children under the age of 18 are not home alone during the scheduled inspection, as Vinnies Housing will not enter the property if a minor is present without supervision.

**What Happens After an Inspection?**

The Housing Officer will inform you of any concerns or tenancy breaches identified during the inspection and provide guidance on how to address these issues.

**Complaints and Appeals**

As a tenant, if you disagree with a decision made by Vinnies Housing, you have the option to lodge an appeal, requesting that the decision be reconsidered.

To initiate this process, you can submit your appeal in writing, outlining the reasons you believe the decision was incorrect. Appeals can be submitted in person at the office, sent via postal mail, or emailed to [state.housing@svdpqld.org.au](mailto:state.housing@svdpqld.org.au).

If you find it more convenient, you can also contact Vinnies Housing by phone to discuss your appeal.

If you are dissatisfied with a service provided by Vinnies Housing, you have the option to lodge a complaint, either verbally or in writing. Alternatively, you may choose to contact:

• The Residential Tenancies Authority at 1300 366 311

• QSTARS, a free independent advice and referral service for all Queensland renters, at 1300 744 263.

• Your local Department of Housing and Public Works’ Housing Service Centre. Contact information can be found at [Housing Service Centre Contacts](https://www.qld.gov.au/housing/public-community-housing/housing-service-centre/).