

Housing program.

➤ Tenant Fact Sheet.

➤ Condition Reports & Routine Inspections

What is an “Entry Condition Report” for?

When you start a new tenancy with the Society you are provided with two (2) RTA Form 1a Entry Condition Reports which are to be completed at the beginning of the tenancy.

The Residential Tenancies Authority states the form is required to be completed and signed by the tenant within the first 3 days of moving in and returned to your lessor, in this case the St Vincent de Paul Society Queensland.

Your Housing Officer has inspected the property before you signed your lease and has marked on the Entry Condition Report everything that may be damaged or worn through fair wear and tear in the property. This is your opportunity to confirm what the Housing Officer has recorded and to add anything else you feel needs to be recorded. It is best to do it the first day before you start unpacking.

What if the “Entry Condition Report” does not have everything recorded on it?

Sometimes things are missed and this is why you receive two Entry Condition Reports and are requested to do an inspection of your property. You should record on one copy of the Entry Condition Report in the column for “Tenant/s” anything that may have been missed and return to your Housing Officer. Copy the information you have marked onto the second Entry Condition Report so you can keep a copy of the same information that you return to your Housing Officer.

What do I do with the report when finished?

You should sign and date both forms and return one copy to your Housing Officer even if you don't wish to add anything to the forms you have been provided. If you do not return one copy of the Entry Condition Reports to your Housing Officer will use the copy kept at the office when doing your Exit Inspection.

What is a Routine Inspection?

A regular routine inspection is to ensure repairs and maintenance issues within the premises are identified and to see if anything may need replacing due to fair wear and tear. The inspections also assist in identifying if tenants are meeting the obligations of their tenancy agreements with the Society.

How often can I expect a Routine Inspection to occur?

Your Housing Officer will usually have set times to complete the inspections. Routine Property Inspections are carried out every three (3) months.

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How do I know if a Routine Inspection is going to occur at the premises?

You will receive a RTA Form 9 Entry Notice at least seven (7) days before the inspection will take place.

Do I have to be at home when the inspection occurs?

You do not have to be home when your Housing Officer does the inspection.

If you have any repairs or maintenance concerns you should complete a "Maintenance Request Form" and forward it to your Housing Officer as soon as you become aware of the issue. You should not wait until a routine inspection occurs to advise the Society of any maintenance requirements.

What other things could you get an Entry Notice for?

A RTA Form 9 Entry Notice, giving you the appropriate notice, will be issued to notify you of the tradesperson entering to complete the work.

You may also receive a RTA Form 9 Entry Notice, giving you the appropriate notice, for your Housing Officer to inspect the work of a tradesperson to ensure the work was carried out satisfactorily.

You may receive RTA Form 9 Entry Notice forms for a variety of reasons, some of these include:

- Routine Property Inspections
- Repairs & Maintenance Work
- Fire Safety Inspections (smoke alarm inspections)
- Department of Housing Annual Property Inspections

What is an Exit Condition Report for?

A RTA Form 14a Exit Condition Report is used to complete a final inspection of your property either on the day you vacate or the day after you have vacated.

When do I have to fill this type of report out?

When you notify the Housing Officer of your intention to vacate the property using the RTA Form 13 Notice of Intention to Leave you will receive two (2) copies of a RTA Form 14a Exit Condition Report.

What if I don't fill out this report?

You are required to complete one copy of the Exit Condition Report, copying all the information onto the second one (so you have a copy for your records). Sign and date both copies and return one copy to your Housing Officer on or before the day you move out.

You can ask for your Housing Officer to complete an Exit Condition Inspection in your presence on the day you move out, but your Housing Officer can ONLY do this if the property is vacant of all your personal items, otherwise the Exit Inspection is carried out the next working day.

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What does the Housing Officer do with this report?

Your Housing Officer will compare the Exit Condition Reports that you have completed with the one the Housing Officer has completed and review the Entry Condition Report which was completed at the beginning of the tenancy.

If concerns have been identified and it is appropriate to do so, you will be provided with the opportunity to address any concerns identified. If it is not appropriate to do so or you choose not to address any of the concerns identified, the Society will make arrangements to resolve these concerns and will invoice you any costs incurred in the process.

You are required to give the St Vincent de Paul Society Queensland your forwarding address so a copy of the RTA Form 14a Exit Condition Report completed by your Housing Officer and any correspondence required to finalise the tenancy can be posted to you.

The Society will not authorise the refund of bond until such time as the Exit Condition Report has been completed and any concerns identified resolved.

Where can I get more information?

The Society's Housing Officer will provide you with further information and discuss with you any concerns or questions you may have.

You can raise any concerns you have about the Society's policies or processes with the Society. For any enquiries about the Society's policy and procedures, please contact the Society:

St Vincent de Paul Society – Queensland
Housing Program – State Admin Office
PO Box 3351
South Brisbane Qld 4101
Telephone: 3010 1000
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