



INSPECTIONS

SOUTHERN CROSS HOUSING FACT SHEET

INSPECTIONS

When you first move into your home, it will be clean and in good condition. It is important that your home is kept in this condition while you are living there.

Southern Cross Housing will periodically visit your home to make sure it is clean and well looked after. SCH can gain access up to 4 times a year. You will be provided with written notice within 7 days prior to a routine inspection. You will also be reminded of the inspection via SMS or by phone 24 hours or 1 business day prior to the inspection. We will always visit you during business hours.

After two failed attempts at an inspection an application to the tribunal can be made for access. If the time of your inspection doesn't suit you, you can call 1300 757 885 and speak to your Housing Officer to change your appointment, however you must provide evidence as to why you need to reschedule your inspection. If it is deemed necessary, SCH staff can enter the home, even if no one is home with orders to allow access by the Tribunal. We are allowed to do this by law; the law that applies is the Residential Tenancy Act (1997). This means that you can't avoid having an inspection by not being home. Additional inspections may be needed to review any urgent repairs that have been completed or if SCH has asked you to clean the property.

We also use the inspections as an opportunity to talk to you about how your tenancy is going. If you are having any problems, or you need extra support, the inspection is a good time to talk to your Housing Officer.

Here are some tips to help you prepare for an inspection:

- Make sure all rooms are clean and tidy.
- Wipe all benches and surfaces.
- Make sure that floor and skirting boards are clean and that there are no stains on carpet.
- Make sure that your windows are clean and undamaged and that the flyscreens are clean and in place.
- Clean light fittings and replace globes.
- Ensure walls are cleaned and make sure that they are undamaged.
- Mow your lawn and weed your garden.





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Unfortunately, if you don't take care of your property, you may be breaking your lease agreement, and this could mean that we ask you to move out. As part of the inspection, we will take photos for the purpose of recording the current state of the property.

WHAT IF REPAIR WORK IS REQUIRED?

If there are serious problems with the property, we may ask you to restore the property to the condition that it was in when you first moved in. If we have asked you to do some repair work or cleaning, we may organise a follow up inspection to make sure this has been done.

WHO DOES THE INSPECTION?

The inspection will be done by a staff member from Southern Cross Housing in your area. They will have a photo ID and you can ask to see this ID before you let anyone into your home. An inspection takes about 30 to 60 minutes.

WHAT IF YOU ARE HAVING PROBLEMS WITH YOUR TENANCY?

During the inspection, we may need to talk to you about your tenancy or other issues. If you are having any problems with your tenancy or need to get support from other services, the best person to speak to is your Housing Officer. Your Housing Officer can be contacted on 1300 757 885.

WHAT IS FAIR WEAR AND TEAR?

When we live in our homes for a while, general wear and tear can take place. For example, the carpet in a busy hallway may get worn down or paint on the outside of a house may start to fade. Your Housing Officer will talk to you about what is considered fair wear and tear. Damages to the property such as broken glass (windows and shower screens), damage to walls and doors, untidy gardens and rubbish that needs to be removed are not considered to be general wear and tear.

WHAT IS EXPECTED

As a tenant, you are responsible for keeping your home clean and in good condition. If you don't take care of the property, you may be breaching your lease agreement and this could result in SCH taking further action on the tenancy.

You need to ask us before you make any changes to your home such as renovations or painting of walls.

Southern Cross Housing is responsible for:

- Providing a home that is clean and in good condition when you move in.
- Checking to make sure that your home is safe and well maintained.
- Fixing things quickly if there is an emergency or if you need urgent repairs.
- Fixing things within 28 days or sooner if the repair isn't urgent.

If you have any further maintenance requests please call 1300 757 885.