

# Tenant Liaison (Home Visits)

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## 1. Purpose

The purpose of this policy is to outline a framework relating to routine inspection of homes managed by Housing Trust.

## 2. Policy Statement

As landlord, Housing Trust will not interfere with the reasonable peace, comfort or privacy of tenants, except as otherwise provided by law.

Home Visits are undertaken by Housing Trust for a range of reasons, including to:

- Facilitate positive relationships between tenants, private owners, real estates, and Housing Trust
- Be proactive in assisting tenants with information about their tenancy and/or other community support services
- Promote tenant participation activities and Housing Trust policies & procedures
- Maintain tenant records, including contact and next of kin details
- Identify whether any repairs to the property are required
- Ensure compliance with the residential tenancy agreement, including for example with respect to occupancy and property condition

Housing Trust will work cooperatively with tenants, private owners, and real estates to facilitate access to privately leased properties. Housing Trust will accompany agents or owners at these inspections on a needs basis, considering the nature of the tenancy. Housing Trust aims to visit tenants and inspect every property at least once a year. In some cases, some premises may be inspected once every three (3) months or once every six (6) months.

## 4. Safe work practices

Housing Trust will ensure that policies and procedures are in place to govern safe work practices for staff visiting tenants in their homes.

## 5. Access to premises

Tenants can expect Housing Trust to comply with access requirements outlined in the *Residential Tenancies Act 2010*, including with respect to relevant notice periods. Under the Act, Housing Trust is permitted to undertake up to four (4) inspections of each premises annually. Additional inspections may be undertaken where the tenant agrees.

All inspections should be completed within the hours of 9:00am to 5:00pm.

## 6. Where access is not provided

Where a tenant fails to provide access on two consecutive occasions, tenants can expect Housing Trust to seek orders from the NSW Civil & Administrative Tribunal (NCAT).

## 7. Feedback after the Home Visit

Where concerns about a tenant's compliance with their tenancy agreement are identified at a home visit (e.g. property damage, cleanliness, yard maintenance), Housing Trust will provide tenants with clear advice and a reasonable opportunity to remedy the concerns.

## 8. Records

Housing Trust will maintain records of Home Visits on the tenant's Greentree file.