

Centacare Evolve Housing Fact Sheet

Inspections

When you first move into your Centacare Evolve Housing home, it will be clean and in good condition. It's important that your home is kept in this condition while you are living there. Centacare Evolve Housing will visit your home to make sure it is clean and well looked after. These visits usually happen before you move in and then once a year after that.

Sometimes, we do extra inspections. For example, if an urgent repair has left you to do some cleaning, or fix some damage.

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 us.

It is important that our staff work in safe environments. You can help by making sure your pets are controlled and that you do not smoke inside the property or around our staff or contractors while we are there. Only the tenant and other people who live in the house should be at the property when we do inspections.

What happens before you move in?

Before you move into your new home, Centacare Evolve Housing will give you a Property Condition Report.

This report explains the condition of the home before you move in. This document means that you and Centacare Evolve Housing have an agreed record of the condition of the home when you moved in. You should keep this with your copy of the lease.

The Property Condition Report lists all the parts of the home. You can take photographs if you want to. You can talk to us about the report if you notice any damage that has not been recorded.



Within seven days of moving in, you need to:

- complete the report – add anything that might be missing
- sign it when you are happy with what it says
- return it to Centacare Evolve Housing

If you don't return it, we will think you are happy with the report.

We will keep the report on file. When you move out, we will use this report as a record of the condition the property when you moved in.

What about regular inspections?

Once you have settled into your home, we will inspect the property at least once per year. We must ask you before we inspect your home. In most cases we need to let you know at least 24 hours before we are coming. If the time of our visit doesn't suit you, you can make another time. We can visit during business hours.

If you can't make it to the inspection, you can ask another adult to attend in your place. If we have to, we can enter the home even if no one is there. We are allowed to do this by law.

The *Residential Tenancy Act 1997* says that, if we have told you the inspection is going to take place, we can go into the home even if you're not there.

This means you can't avoid having an inspection by not being at home.

If you don't take care of the property, you may be breaking your lease agreement. This could mean that we ask you to move out.

What if repair work is required?

Sometimes, we will ask you to do some cleaning or repairs. If there are serious problems with the property, we may ask you to complete a Condition of Property Plan. This is a plan that we both agree on that will explain the work you will do and when you will do it. 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 Centacare Evolve Housing in your area. He or she will have ID. You can ask to see this ID before you let anyone into your home.



How long does an inspection take?

An inspection takes about 30 to 60 minutes.

What if you are having problems with your tenancy?

Sometimes during the inspection, we will need to talk to you about other things, such as a rent account or other issue. If you are having any problems with your tenancy, we may ask you to talk to Housing Connect.



Housing Connect is the way of getting housing and support in Tasmania. They work out what kind of housing you need and can also help you find other support services.

What happens when you move out?

You need to tell us in writing 14 days before you want to move out.

When you move out, the home must be in the same condition it was in when you moved in. Some types of fair wear and tear are ok. We explain fair wear and tear on the next page.

We will provide you with a copy of the Property Condition Report that you completed when you moved in. You will need to make sure your home is in exactly the same condition as listed on the Property Condition Report. If cleaning or repairs are required, you need to pay for this. The cleaning and repairs must be done to a good standard. If you move out and don't do the cleaning or repairs, we will ask our contractors to do the work. We will then send you the bill. This could be quite expensive. It is usually a lot cheaper to organise cleaning and repairs yourself.

What is fair wear and tear?

When we live in our homes for a while, some types of general wear and tear can take place. For example, the carpet in a busy hallway may get worn down after a long time. Or the paint on the outside of the house may start to fade.

The person who inspects your home will talk to you about what is considered fair wear and tear. Big problems – 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 fair wear and tear.

What is expected of you and what is expected of us

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 breaking your lease agreement. This could mean that we ask you to move out.



You also need to ask us before you make any changes to your home, such as renovations, building or painting. There is a fact sheet that explains making changes to your home.

Centacare Evolve 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 repairs aren't urgent.

We do a lot of regular maintenance of our properties. This includes painting and repairs.

We will also help you in an emergency. Examples of an emergency include:

- part of your roof blowing off
- a fire or a flood.

Urgent maintenance is when something stops working, such as your hot water, electricity, sewerage, entire stove or cooktop or your heating. We may need to inspect your home after any emergency repairs have been done.

More information

If you would like further information about your responsibilities as a Centacare Evolve Housing tenant please refer to your Lease or contact us.