

## Property inspections



When you first move into your Homes Tasmania home, it will be clean and in good condition.



You must keep your home clean and in good condition while you live there.



Homes Tasmania will visit your home to make sure it is clean and in good condition.



These visits happen before you move in and once a year after that.



Sometimes, we do extra inspections. For example, if an urgent repair has been done or if we asked you to do some cleaning.



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.

## What happens before you move in?



Before you move into your new home, Homes Tasmania will give you a property condition report.



This document explains the condition of the home before you move in.



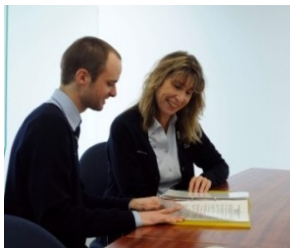
This document is an official agreement between Homes Tasmania and you about the condition of the home when you moved in. You should keep this with your copy of the lease.



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
- sign it
- return it to Homes Tasmania.



If you don't return it, we will think you are happy with the condition of the property when you moved in.



We will keep the report on file.



When you move out, we will use this report as a record of what the property was like when you moved in.

## What about regular inspections?



Once you have settled into your home, we will inspect the property about once per year.



We must ask you before we visit your home for an inspection.



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.



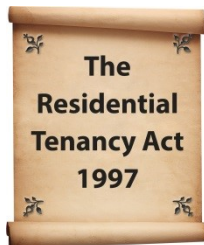
We will visit during business hours.



If you can't make it to the inspection, you need to let us know.



If we need to, we can enter the home even if no one is home.



We are allowed to do this by law. The law is the *Residential Tenancy Act 1997*.

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.

## If we ask you to do cleaning or repairs



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 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.

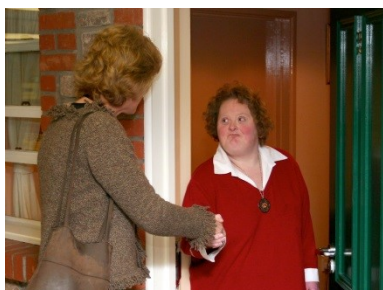
## Who does the inspection?



The inspection will be done by a staff member from Homes Tasmania in your area.



He or she will have photo 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 to get 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 the same condition as listed on the Property Condition Report.



If cleaning or repairs are required, you need to pay for this.



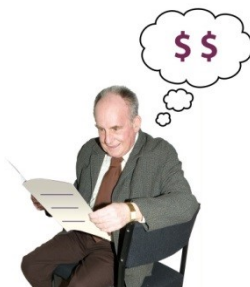
The cleaning and repairs must be done to a good standard.



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.



It is usually 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.



Issues such as broken glass (windows and shower screens), damage to walls and doors, untidy gardens and rubbish that needs to be removed – are not 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.

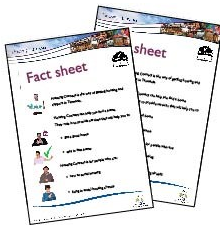


If you don't take care of the property, you may be breaking your lease agreement.

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. You can ask us for this, or you can find it on our website.

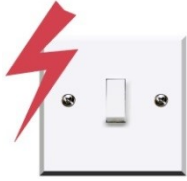
Homes Tasmania is responsible for:



- 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.



If you need maintenance at your home, you can call us.

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 the heater.



We may need to inspect your home after any emergency repairs have been done.

## Greg's story



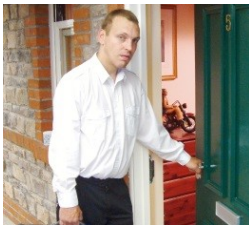
Greg lives in a Homes Tasmania home.  
He wanted to avoid having an inspection.



He knew that a lot of rubbish had been piling up  
in the back yard.



When he received a letter from Homes Tasmania  
about the timing of the inspection, he made sure  
he wasn't home.



Unfortunately for Greg, the inspector went into  
the home anyway.



The inspector wrote a letter to Greg, asking for  
the rubbish to be removed.

He said that if Greg didn't clean up the backyard,  
he would be breaking his lease agreement.



Greg cleaned up the rubbish.

Homes Tasmania came back to check on Greg's progress while he cleaned up.

## Contact us



Call Homes Tasmania on 1300 665 663.



TTY users phone 133 677, then ask for  
1300 13 55 13

Speak and Listen users phone 1300 555 727  
then ask for 1300 13 55 13

Internet relay users connect to the NRS then ask  
for 1300 13 55 13



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