

## When Can Coast2Bay Housing Visit?

The Coast2Bay Housing representative or authorised person will visit to carry out inspections and repairs to your premises. Carrying out regular routine inspections is vitally important in property management to protect the property and ensure that it is secure for tenants to live in. Please see page 13 for more information on the types of inspections and time frames of entry.

There are four main reasons for carrying out a routine inspection:

1. To ascertain if the property is being maintained by the tenant in a clean and tidy condition.
2. To advise the lessor of any repairs and maintenance that may be necessary.
3. To suggest any current or future renovations or improvements that may be required.
4. And most importantly, to ensure that the property is secure and safe for the tenant to live in.

We have a duty of care to the tenant to ensure that the property is well maintained and safe to live in.

When carrying out routine inspections we pay particular attention to the below areas; We conduct “visual” inspections and take photos to check:

- That all balcony railings are secure
- That the gutters and down pipes are secure and clean
- The steps and balcony floorboards are secure and free from dry rot or mold
- That there are no leaks under the kitchen sink, bathroom cabinet, behind showers or from the hot water system
- That fences and retaining walls are in good condition
- All property locks are secure
- That light fittings and power points are secure and not hanging out of their sockets
- That there are no tears or ripples in the carpet
- That there are no dangerous obstructions on the property

It is vitally important for tenants to understand that we are not professional building, pest, pool or electrical inspectors.

As your Property Managers we are engaged to carry out a visual inspection only.

## Types of inspections

**Routine:** to carry out routine inspections on the property as per the RTA guidelines - Notice period 7 days

**Annual Pest & Fire alarms:** Coast2Bay Housing undertakes annual pest and fire alarm testing of properties - Notice Period 24 hours

**Asset:** These type of inspections are carried out generally every 1-3 years. This is where we can ascertain if any large maintenance work is needed in the future e.g interior/exterior painting. This inspection isn't the same as a routine inspection - Notice period 7 days

**Re-inspect:** If a Notice to Remedy Breach was issued in relation to the property then a re-inspect will be organised to ensure the breach has been remedied - Notice Period 24 hours

**Contractor:** If Coast2Bay Housing or the Contractor cannot get in contact with the tenant to arrange a suitable time to attend to maintenance/repairs then Coast2Bay Housing may issue a Form 9 for entry into the property - Notice Period 24 hours

## Helpful Cleaning Checklist for Routine Inspections

**Cobwebs** - brush down all areas from ceiling down – remember to do behind furniture.

**Light fittings** - dust all fittings and remove the dead bugs from inside.

**Fans** - wipe over ceiling fan blades.

**Walls** - wash down all walls with sugar soap and remove all marks.

**Window & door tracks** - clean dirt that has accumulated in the tracks. Dirt can damage the rollers.

**Light switches/power points** - wipe to remove marks and dust.

**Window sills** - wipe over all ledges to remove dust.

**Skirting boards** - wipe over to remove any dust and marks.

**Windows/sliding doors** - to be cleaned inside and out, clean all fly screens including tracks

**Curtains/blinds curtains** - to be washed or dry cleaned and rehung, venetian blinds to be cleaned and dusted.

**Cupboards/drawers** - thoroughly wipe inside and out removing all marks from laminex and painted surfaces including tracks of wardrobe door and linen cupboard.

**Bathroom** -thoroughly clean all tiles, mirrors, shower screens and recess, toilets, wash basin, baths, and vanity units (in and out) and clean exhaust fan.

**Kitchen** - clean all cupboards/drawers (inside and out), scrub bench top, clean sink with crème cleaner, thoroughly clean oven, griller, hotplates, range hood (remove filters and clean).

**Dishwasher/clothes dryer** - thoroughly clean inside and out, remove and clean filters and baskets.

**Laundry** -clean inside and out of laundry cabinet, clean laundry tub and wipe over tiled area.

**Floors** - sweep or vacuum all tile or timber floors and then mop.

**Carpets** - need to be vacuumed

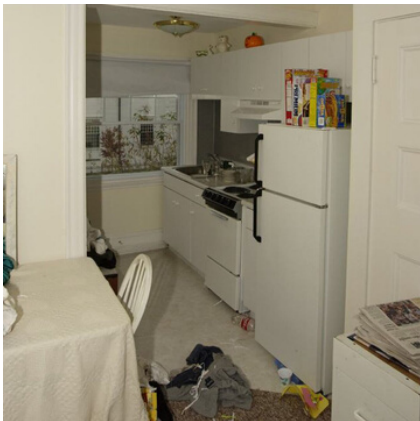
Coast2Bay Housing expects that the property will be maintained to an appropriate standard.

## Examples of Inspection

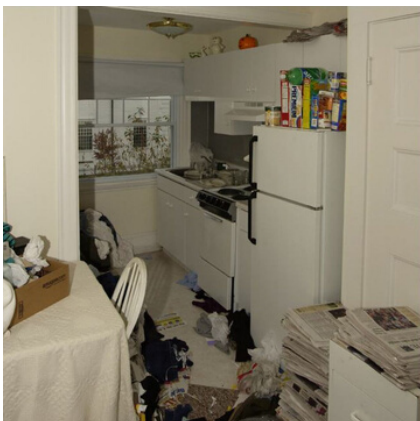
Below is example of a kitchen with 3 different levels of cleanliness. We have included why 2 out of 3 of the photos in each line are a concern. If you have any questions about your routine inspection or if you are struggling keeping up with the day-to-day cleaning please contact our office to discuss further. \*Please note these are examples only.\*



Excellent Inspection



Starting to show signs of clutter your Property Manager might ask you to tidy up some areas. Could potentially be a fire hazard if there is clutter near any power boards ect



Clutter starting to pile up. Again this could be a potential fire hazard. There could also be potential property damage depending on the nature of the clutter. Potential damage to flooring/paintwork. May also attract pests/rodents. This could potentially cost the tenant in the long run depending on the nature of the damage

## Taking Photos

If you have any concerns with the photos being taken at the property for your routine inspection please contact our office to discuss. We take photos to ensure that the property is being cared for, if there are any repairs needed, to see if there are future renovations needed Etc