

<b>Policy name</b>	Asset Inspections
<b>Policy date</b>	February 2026
<b>Authorisation</b>	Executive Housing & Property
<b>Policy owner</b>	Executive General Manager, Housing Operations
<b>Policy type</b>	Mission Australia Housing Operational Policy
<b>Policy setting</b>	Asset inspections must follow a standard process to protect Mission Australia Housing and meet legal and contractual duties.

## 1 Purpose

### 1.1 Overview

1.1.1 This policy sets out the principles to be followed in carrying out Asset Inspections for housing managed by Mission Australia Housing (MAH). We aim to ensure a process that:

- Protects the assets owned and/or managed by MAH; and
- Complies with the specific legal and contractual obligations placed upon MAH by government, funders, and other housing partners.

### 1.2 Coverage

1.2.1 This document is a national policy and covers Mission Australia Housing (MAH, and its entities. All references to Mission Australia Housing, MAH and Housing means MAH and its entities unless specifically stated otherwise.

1.2.2 This policy applies to all forms of housing provided by MAH including social, affordable, and transitional housing.

1.2.3 This policy applies to housing provided by MAH in the jurisdictions of New South Wales (NSW), Tasmania (TAS), Victoria (VIC), Queensland (QLD), Western Australia (WA) and the Northern Territory (NT). Where jurisdiction-based variations exist in policies and procedures, these will be identified in the document.

### 1.3 Information on procedures and other related policies

1.3.1 This policy focuses on why certain things need to be done. It is supported by procedures that provide more detail on what to do and the steps involved in completing Asset Inspections.

- 1.3.2 This policy is one of several interlinked policies that support MAH's delivery of housing services. To assist you, these are identified where relevant in this policy and the supporting procedures.

## 2 Scope

### 2.1 Parts of Mission Australia that this policy covers

- 2.1.1 This policy applies to MAH staff responsible for working with MAH clients, tenants, and properties.

### 2.2 Definitions

- 2.2.1 Key terms used in this policy are defined in the following table.

Term	Definition
<b>Notice</b>	Notification given to the tenants advising them of the property visit, in line with legislation and policy.
<b>Tenant</b>	Under state-based residential tenancy and rooming accommodation legislation, a tenant is a person who has entered explicitly into a lease agreement. The term is used more broadly in this policy to refer to tenants and residents under rooming accommodation agreements, unless explicitly distinguished.

## 3 Policy

### 3.1 Guiding principles

- 3.1.1 The MAH tenancy establishment process protects the assets entrusted to MAH
- Asset inspections are a way to ensure the properties are safe and habitable and to identify future works required to maintain the asset.
  - MAH will ensure that tenants understand their responsibilities as well as their rights regarding the maintenance and care of their property.
- 3.1.2 The MAH tenancy establishment process complies with relevant laws and procedures:
- MAH fully complies with the jurisdictional requirements of the states and territories in which it operates.

### 3.2 Overview

- 3.2.1 The Asset Inspections policy lays the basis for successful inspections and for the management of any problems that might arise with the property. It also complies with legal requirements, including residential tenancy and rooming accommodation requirements in each jurisdiction in which MAH operates.

- 3.2.2 MAH staff carry out several different property inspections throughout the tenancy and asset lifecycle, and these are an essential part of what we do. Asset inspections allow staff to check on the condition of a property, identify and manage property issues early and ensure property and safety compliance.
- 3.2.3 The Housing Officer completes ingoing condition inspections, routine inspections and pre-vacate inspections. For details about these inspections, see the **Inspections Policy**.
- 3.2.4 This policy focuses on the Asset Inspections carried out by the Asset Officer. The Asset Team will carry out the following types of inspections:
- Asset Fire Safety inspection
  - Quality Assurance (QA) inspection
  - Property Assessment Surveys (PAS) inspection
  - Technical Inspections

Inspection	Purpose	Frequency	Notice Required
Fire Safety Inspection	This is an inspection to check that the smoke alarm and any fire safety equipment is working and up to Australian standards.	Annually or as needed	National: A minimum of two days' notice must be provided prior to each inspection.
Quality Assurance Inspection	This inspection takes place after maintenance work has been completed to make sure all work has been completed to the best standard.	As required	NSW: 48 Hours NT: 24 Hours QLD: 48 Hours TAS: 24 Hours WA: 72 Hours written notice
Property Assessment Surveys (PAS)	This is a detailed property condition report used to determine property component lifecycle and cyclical property upgrades, replacements, and modifications.	Once every 1 -3 years	NSW: 7 days written Notice each time. NT: 24 Hours QLD: 48 Hours TAS: 24 Hours WA: 7-14 days written notice

Technical Inspection	If work is required to a property and MAH is unable to identify the detail of work before placing a work order, then a Technical Inspection will be arranged.	As required	NSW: 48 Hours NT: 24 Hours QLD: 48 Hours TAS: 24 Hours WA: 72 Hours written notice
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**Note:** While tenants are entitled to advance notice of inspections as outlined above, they may choose to allow entry without the full notice period.

### 3.3 Informing Tenants

- 3.3.1 To limit the number of inspections tenants have at their property, where possible, the Asset Officer will arrange and conduct inspections in coordination with the Housing Officer.
- 3.3.2 For all inspections, the tenant must be given written notifications and where possible, verbal notice conforming to the legislative timeframes of operating jurisdictions.
- 3.3.3 Tenants are required to facilitate access to their property for Asset Inspections as per tenancy legislation in each jurisdiction. Where tenants do not provide access, MAH may issue a breach of tenancy notice and apply to state-based authorities for an order for access.
- 3.3.4 Where a tenant has given permission for access to a contractor in their absence, MAH is to ensure there is a minimum of one staff member in attendance with the contractor.

### 3.4 Post Inspection

- 3.4.1 Once the inspection has been completed, the Asset Officer is to upload the completed forms and photos to the IT system.
- 3.4.2 Any significant tenancy or property concerns that are noticed during the visit should be reported to their direct manager and the Housing Officer responsible for the property, these include:
- Illegal activity
  - Hoarding and/or squalor
  - Tenant damage
  - Unauthorised occupants
  - Concerns about children
- 3.4.3 Throughout the process, staff must ensure that proper records are kept, including photos of the property where appropriate. These records will be used to facilitate follow-up action with the tenants, including subsequent corrective action.

### 3.5 Access Issues

- 3.5.1 MAH must gain access to all properties to carry out inspections, particularly where we have regulatory and legislative responsibilities, such as for PAS and Fire Safety. The Asset Team should work with Housing Officers to resolve access issues.

The Housing Officer and/or Asset Officer will follow these steps below when access is not otherwise possible:

- Where MAH holds keys to a property, access may be gained in line with relevant tenancy legislation, after seeking tenant permission, provided appropriate notice has been given.
- Apply for an order from the Tribunal or Court to gain access, or
- In cases of emergency or where significant property damage is threatened, attend with a locksmith to gain entry

- 3.5.2 If MAH and the tenant agree on a specific appointment date and time for an external contractor to conduct a PAS or Fire Safety inspection, and the tenant is not present to provide access at the agreed time, MAH may pass on any no-access fee charged by the contractor to the tenant.

### 3.6 Complaints and appeals

- 3.6.1 Tenants will be informed of their right to complain about the services of MAH and to appeal organisational decisions as per the Appeals & Complaints Policy.

## 4 Responsibilities

**Housing staff, including Housing Officers and Client Service Officers, are responsible for:**

- Work with the Asset Team to coordinate inspections
- Work with the Asset Team to assist in gaining access to the properties.
- Recommending improvements to this policy and associated procedures.

**Asset Officers are responsible for:**

- Maintaining a schedule of all PAS and Cyclical Inspections required each year
- Work with the Housing Officer to coordinate inspections where possible
- Provide Notice to the tenants of the visit in line with the required notice period.
- Upload all information and photos to the IT system.
- Recommending improvements to this policy and associated procedures.

**Asset Managers are responsible for:**

- Incorporating this policy and associated procedures into staff induction and training.

- Ensuring staff are aware of and have access to this policy and associated procedures.
- Escalating feedback about this policy to the policy owner and/or policy writer.

**The Operations Manager or State Manager is responsible for:**

- Ensuring that MAH complies with this policy and associated procedures.
- Recommending any changes to this policy and associated procedures.