

mangrove housing factsheet

property inspections

When you are a tenant in a property managed by Mangrove Housing, your property will be inspected once every quarter (once every three months). This is called a **routine inspection**. Routine inspections are important for you as a tenant, as well as for Mangrove Housing as the property managers, because it helps us become aware of any maintenance or repair needs.

You will be given a minimum of 7 days' notice before an inspection, using an Entry Notice from the Residential Tenancies Authority. The Entry Notice will state who will be entering your property. For example, if you are in a property owned by the Department of Housing and Public Works, occasionally a representative from this Department may join a routine inspection. If you are in a privately owned property, on some occasions the property owner (or their real estate agent if it is a property managed with a real estate agency) may choose to attend an inspection so they can personally view the condition of the property.

Routine inspections are brief and should take around 15-20 minutes. If you are not home at the time of the inspection, Mangrove Housing will use our set of keys for access. We will take photos of the condition of the property to maintain ongoing records of the property condition and any maintenance or repair needs.

what is mangrove housing looking for in a routine inspection?

A routine inspection is not a housework inspection, but we expect that your home will be clean and in good condition. The purpose of the routine inspection is to check the property condition, maintain records of its condition, look for damage, assess whether repairs or maintenance are needed, and ensure there are no health and safety concerns.

what should tenants do before a scheduled inspection?

- Any clutter you may have inside the property should be minimised enough so that the property inspection is not obstructed.
- If you have any pets you will need to ensure they are fully restrained as Mangrove Housing will require access around the entire property, including the outside.
- For health and safety reasons, Mangrove Housing staff must keep shoes on at all times including inside your property. If this is a concern for you for cultural reasons please call us prior to the inspection date to ensure we can make other arrangements.
- Please ensure that any children under the age of 18 are not home alone at the time of the scheduled inspection as Mangrove Housing will not enter the property if a minor is at home alone.

what happens after an inspection?

The Client Housing Worker will let you know if any concerns or tenancy breaches are noted at your inspection, and let you know what you need to do to rectify any issues.

complaints and appeals

As a tenant, if you do not agree with a decision Mangrove Housing has made, you can lodge an appeal asking that the decision is reconsidered. To do this, you can submit your appeal in writing, detailing the reasons you believe the decision made was not the correct one. The appeal can be handed in to the office, sent via post or emailed to reception@mangrovehousing.com.au

You could also phone Mangrove Housing with your appeal if this is easier than lodging an appeal in writing.

If you are not satisfied with a service provided by Mangrove Housing, you can lodge a complaint, verbally or in writing. You may also choose to contact:

- The Residential Tenancies Authority on 1300 366 311
- QSTARS, which is a free independent advice and referral service for all Queensland renters, on 1300 744 263.
- The local Department of Housing and Public Works' Housing Service Centre. Numbers can be found at <https://www.qld.gov.au/housing/public-community-housing/housing-service-centre/>