

2.2.3 Condition Reports



Preamble

Women's Housing Company (WHC) is a community housing association as part of the social housing system in NSW. WHC provides long term housing for single women and medium term housing through support partnerships.

WHC guarantees the supply of a condition report as part of the requirements set by tenancy law under the NSW Residential Tenancy Act 1987.

POLICY

Women's Housing Company workers are obliged to assess and record the condition of properties prior to a new tenant occupying a property and at the end of a tenancy.

Recording of this is done in line with the requirements of residential tenancy law.

These condition reports must be kept with the file of the relevant tenant.

PROCEDURE

The WHC worker recording the condition of the property needs to allow sufficient time to be diligent in the recording.

In particular attention needs to be paid to any;

- Dirt and stains
- Holes & cracks
- Chips
- Scratches
- Broken glass, tiles, blinds
- Hooks and nails

Prior to a new property being occupied the condition report will need to be recorded before the actual signing of the tenancy agreement.

At the time of the signing of the agreement the worker will explain to the tenant that they are required to record their assessment of the property on the same condition report in the tenant column.

Two copies of the condition report are provided to the tenant and it is explained to them that they are required to return one copy with their signature to Women's Housing Company within 7 days from the signing of the agreement.

In the absence of doing so, the tenant will have a lesser standing on exit if disputes arise.

The copy of the condition report recorded by the WHC worker will be filed with the tenancy agreement, in the same transparent sleeve in the red tenant file. The same applies to the copy of the condition report returned by the tenant.

On exit the WHC worker will again need to allocate sufficient time to conduct the property inspection and record the condition in the exit section of the condition report. It is preferable that the tenant is present during this inspection in case disputes arise.

Should property damage be identified which is not part of the normal wear and tear assessment of the worker this needs to be reflected in the condition report as it will provide the basis for any further claim against damages, either by negotiation or as part of the Consumer Trader and Tenancy Tribunal proceedings.

Date developed: 2000

Date/s policy was ratified and/or changed by Board: 31/1/05; 28/8/07

Note: Procedures are designed to guide the implementation of a policy and will be updated on a regular basis as part of ongoing best practice service improvement.