

Ensuring Tenant Satisfaction and Property Maintenance: A Guide to Routine Inspections

Regular inspections are a crucial aspect of property management, aimed at ensuring that rental properties are well-maintained and addressing any potential repair, maintenance, or health and safety concerns. By conducting routine inspections, property managers and owners can ensure that their property remains in good condition while respecting the tenant's right to privacy and comfortable living.

The initial routine inspection can be scheduled at any time after the tenancy agreement begins, as long as the property manager or owner provides the tenant with a minimum of 7 days' notice for entry. This notice is typically served using an Entry notice (Form 9), which outlines the purpose of the inspection and the scheduled date and time.

It is essential to clarify that a routine inspection is not meant to scrutinize the tenant's housekeeping habits. The inspector should understand that people are living in the property and respect their privacy accordingly. However, the tenant is expected to present the property in a reasonable condition on the day of inspection. Here are some items for the tenant to consider before the inspection:

Cleaning and Tidying: Ensuring the property is clean and tidy, including routine cleaning activities like dusting, sweeping or vacuuming, and cleaning kitchen and bathroom surfaces.

Mould Removal: Taking care of any mould on surfaces to maintain a healthy living environment.

Repairing Damages: Addressing any damages in the property to preserve its condition.

Lawn and Garden Maintenance: Keeping the lawn and garden well-maintained and presentable.

Outdoor Areas: Tidying up outdoor areas, such as decks and patios, to enhance the property's overall appeal.

During the inspection, property managers or owners may assess various aspects of the property, both inside and outside, such as checking for water leaks, evidence of pests, damage, or deterioration. Additionally, they may verify the proper functioning of inclusions and property fixtures and identify any potential future maintenance requirements.

To ensure a fair balance between the interests of tenants and property owners, routine inspections cannot be conducted more frequently than once every three months, unless the tenant provides written consent for more frequent inspections.

Moreover, the tenant must be informed about the upcoming inspection with a minimum of 7 days' notice, and entry can either be specified for a particular time or within a 2-hour window. Tenant does not have to be present and if the Form 9 is sent with the correct notice and the agent is legally allowed to enter at said time.

Prompt communication between tenants and property managers/owners is vital when it comes to maintenance issues. Tenants should inform property managers or owners of any maintenance concerns as soon as they arise. Property managers generally prefer receiving non-urgent maintenance requests in writing to keep a clear record and address them efficiently.

In response to specific issues reported by tenants, additional inspections may be carried out. For instance, if there is a leaking tap or a non-functioning stove element, property managers may schedule an inspection to address these maintenance matters promptly.

If, during the inspection, significant breaches are discovered, the property manager or owner has the authority to issue a breach notice to the tenant. A significant breach involves any of the following:

Using the property for illegal purposes.

Exceeding the agreed-upon number of occupants residing in the property.

Keeping pets without obtaining prior permission from the property owner or manager.

Causing damages that would cost more than the equivalent of one week's rent to repair.

In such cases, the breach notice serves as a formal notification to the tenant, prompting them to rectify the identified issues within a specified time frame.

In conclusion, routine inspections play a crucial role in maintaining a healthy and positive landlord-tenant relationship while ensuring the longevity of the property. By following proper protocols, providing adequate notice, and encouraging open communication, property managers and owners can uphold their responsibilities while fostering tenant satisfaction and property preservation.

If you have any further questions on this matter, we would love to hear from you and help. Simply go to our web page and click on the tab 'CONTACT US' you can either leave us a message or contact us via mobile.

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