

Routine Inspection Guide

Routine inspections aren't anyone's favourite part of renting - we totally understand. But they are important. They help us:

- check on the general condition of the property
- spot any maintenance issues early, before they turn into larger (and more expensive) problems.

How often are inspections?

We carry out two routine inspections each year in line with legislation.

We aim to be as non-intrusive as possible.

- Inspections usually take 15–30 minutes, depending on the size of the property.
- If you can't be home, we'll use our office keys to access the property.
- We'll leave a note on the kitchen bench to let you know we've been.

What do we expect the property to look like?

We're not looking for a show home - we know you actually live there!

We just ask that the property looks **cared for and reasonably clean**, especially in key areas like:

- Oven
- Stove top
- Rangehood filters
- Shower screens
- Tiles and grouting
- Exhaust fans (in ceilings and appliances)
- Carpets (a thorough vacuum is fine; we recommend professional steam cleaning every 12–18 months if possible)
- Window sills
- Skirtings

- Gardens (weeded)
- Lawns (mowed)

Maintenance during inspections

Routine inspections are a great time to:

- Point out any maintenance issues you've noticed, or
- Let us know ahead of time via the maintenance hub, so we can note them during the inspection.

Will you take photos?

We may take photos to show the owner the **condition of the property**.

We try to avoid photographing personal items unless they're part of:

- an area we're assessing (like carpets, oven, shower, etc.), or
- a maintenance concern you've raised.

What happens after the inspection?

After the inspection:

- You'll receive a copy of the report for your records.
- If anything needs follow-up, your Property Manager will contact you.