

Overview

This standard is about inspecting the condition of rented or tenanted property. This includes inspections made as part of an ongoing monitoring programme, at the end of occupancy, or in response to customer requests for repairs.

You should operate within housing sector requirements of each devolved nation.

Performance criteria

You must be able to:

1. identify the purpose of your planned inspections
2. provide tenants with required notice prior to carrying out the inspection
3. confirm the date and time of your inspections with customers and specialists where relevant
4. collate relevant documentation required for your inspections
5. produce briefs and checklists for the inspection of the condition of rented and tenanted property
6. assess the risks to your personal safety and security associated with the inspection and take the required steps to mitigate these
7. inspect the property in accordance with the inspection checklists
8. identify and record identified problems with the condition of property
9. identify the need for a specialist inspection when this is outside your area of responsibility
10. assess the results of the inspection, including the wear and tear
11. distinguish between normal wear and tear and any damage caused by neglect or misuse
12. determine who has responsibility for rectifying the identified problems under relevant agreements and take relevant action to rectify the problems
13. record the inspection findings and communicate next steps in rectifying the issues
14. keep records and images of inspections in accordance with your organisational procedures

Knowledge and understanding

You need to know and understand:

1. the reasons for undertaking inspections of the condition of rented and tenanted property
2. the procedures which your organisation has in place for undertaking and recording the results of inspections
3. the required minimal notice to tenants for carrying out the inspection
4. the relevant legal or organisational constraints on inspection
5. how to communicate with customers and specialists
6. when it is relevant to carry out inspections without prior notice to customers
7. your responsibility regarding the inspection of property and when to bring in specialist advice
8. the types of risk assessment procedures involved in inspections
9. the common types of problems with the condition of properties and how to identify them
10. the normal wear and tear and the damage cause by neglect and misuse
11. how to assess the results of the inspection
12. the actions to take in response to identified problems
13. your organisation's priorities and timescales for repairs to properties
14. the types of responsibilities of customers and specialists regarding the condition of property
15. your organisation's appeals and complaints procedures
16. the role of Housing Ombudsman in relation to handling complaints
17. your organisation's procedures for dealing with problems identified by customers
18. your organisational customer service standards and equality and diversity policy
19. your organisational standards which help the customers with their equality and diversity challenges
20. the relevant nation-wide and nation-specific legislation and regulations in the housing sector

Inspect the condition of rented or tenanted property

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Suite	Housing
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