

Routine Inspections Guide for ACT Landlords and Tenants

What happens, when, and what to expect

A complete guide to routine property inspections under the ACT Residential Tenancies Act 1997. Covers how often inspections can occur, notice requirements, what is assessed during an inspection, how Jaira Properties conducts and reports inspections, and what both landlords and tenants should know about the process.

What is a routine inspection?

A routine inspection is a scheduled visit to your rental property by your property manager to assess the general condition of the property, identify any maintenance needs, and ensure the tenancy is proceeding in accordance with the agreement. It is not a search of personal belongings, and it is not punitive — it is a professional care check for the property and a communication tool between landlord, tenant, and property manager.

Routine inspections are one of the most valuable services a property manager provides. They protect the landlord's asset, give the tenant an opportunity to raise issues, and create a documented record of the property's condition throughout the tenancy.

1. ACT legal requirements for routine inspections

Rule	ACT requirement
Maximum frequency	Four routine inspections per year (once per quarter maximum)
Earliest first inspection	Not before three months after the tenancy commences
Minimum gap between inspections	At least four weeks between any two inspections
Notice to tenant	At least seven days written notice before each inspection
Entry times	Must be at a reasonable time — generally 8am to 6pm Mon to Sat
Sunday or public holiday entry	Only with tenant's written agreement
Tenant's right to be present	Yes — the tenant can be home during the inspection
Landlord right to attend	Yes — the landlord can accompany the property manager

Note for self-managing landlords: Conducting inspections more frequently than permitted, or without proper written notice, is a breach of the Residential Tenancies Act and may be grounds for a tenant to apply to ACAT for a compliance order. Always follow the prescribed notice process.

2. What is assessed during a routine inspection

A professional routine inspection assesses the property systematically, room by room. The following areas are typically covered:

Exterior and grounds

- ✓ Lawn and garden condition — mowing, weeding, edging
- ✓ Gutters and downpipes — visible blockages or damage
- ✓ Fences and gates — damage or security issues

- ✓ Driveway and paths — damage, staining, or hazards
- ✓ Garage and outbuildings — condition and security
- ✓ Pool or spa condition and safety barrier compliance (if applicable)
- ✓ Evidence of pests, vermin, or infestation

Interior — all rooms

- ✓ Walls and ceilings — scuffs, marks, cracks, mould, or water stains
- ✓ Floors and carpets — stains, damage, or excessive wear
- ✓ Windows and fly screens — damage, cleanliness, operation
- ✓ Doors — operation, damage to frames or handles
- ✓ Light fittings — functionality, damage
- ✓ Smoke alarms — test during inspection and note condition

Kitchen

- ✓ Appliances — stove, oven, range hood, and dishwasher condition and operation
- ✓ Benchtops and splashbacks — damage, staining
- ✓ Cupboards and drawers — damage, cleanliness
- ✓ Sink and tapware — operation, leaks, or damage
- ✓ Signs of pests or vermin around food storage areas

Bathrooms and laundry

- ✓ Shower screens — cleanliness, mould, seal condition
- ✓ Grout and tile condition — cracking, mould
- ✓ Exhaust fans — operation and cleanliness
- ✓ Tapware and fixtures — leaks, operation
- ✓ Washing machine connections — no leaks or damage

3. The Jaira Properties inspection process

At Jaira Properties, routine inspections are conducted four times per year at approximately quarterly intervals. Here is exactly how we manage the process:

Step	What happens	Timing
1. Notice issued	Written inspection notice sent to tenant via OurProperty	7 days before inspection

2. Inspection conducted	Property manager inspects all areas systematically with photos	At the scheduled time
3. Report prepared	Detailed written report with photos uploaded to landlord portal	Same day as inspection
4. Landlord notified	Notification sent to landlord via OurProperty with full report	Within 24 hours
5. Maintenance actioned	Any identified maintenance issues are logged and actioned	Within response time guidelines
6. Tenant follow-up	Any issues requiring tenant action are noted in writing	Within 48 hours if required

4. What landlords receive after each inspection

- ✓ A written inspection report covering all areas of the property
- ✓ Photographs of each room and any areas of concern
- ✓ A maintenance recommendations list with priority ratings (urgent / non-urgent / cosmetic)
- ✓ A general condition rating for the tenancy
- ✓ Any tenant comments or requests raised during the inspection
- ✓ Access to all reports via your OurProperty landlord portal — permanently stored

5. For tenants — what to expect on inspection day

Inspections are not something to stress about. If you are looking after the property as you normally would, there is nothing to prepare beyond ensuring the property is reasonably clean and tidy. Here are the key things to know:

- ✓ You will receive at least seven days written notice via OurProperty — check your app or email
- ✓ You do not have to be home — but you are welcome to be present if you prefer
- ✓ You cannot refuse entry if proper notice has been given
- ✓ The inspection is not a deep clean audit — it is a general condition check
- ✓ If you have maintenance issues, the inspection is a good opportunity to raise them

- ✓ You will not normally receive the written report, but if anything needs your attention we will contact you in writing
- ✓ If you disagree with anything noted in the report, contact us in writing promptly

Jaira Properties conducts every routine inspection personally, prepares a same-day written report with photos, and stores everything in your landlord portal. No missed inspections, no generic tick-box reports. jaira.com.au — jaira.com.au | Offices in Phillip and Gungahlin

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