



# Detector Inspector

Safer Homes



## Are you sure your compliance checks are making safer homes?

The old adage of 'you get what you pay for' is as true in safety & compliance as it is in all other products and services.

The legends of the 'good' electrician and the 'bad plumber' are based on personal experiences of trades. But what happens when there's no one around to make sure the work is done right?

When it comes to the completion of mandatory smoke alarm, electrical and gas safety checks as required under the RTA, the requirements on trades is documented and clear. But in the absence of audit trails, photo records and checks and balances, property managers, owners and renters are hard pressed to know whether the work is being done right.

Our mystery shopping has revealed a huge gap between what is required to be done by the RTA and what is actually being done by certain providers, leaving some owners paying for incomplete safety checks in return for certificates that aren't worth the paper they're printed on, and renters exposed to safety hazards in their homes that should have been uncovered and rectified as part of the checks.

# Safety checks save lives

We conducted almost

**500,000**

safety checks in the past year alone.

When done properly and in accordance with the law, smoke alarm, electrical and gas safety checks can uncover important safety issues at properties, creating safer homes for renters.

Failure to carry out checks properly or at all leaves significant safety issues undiscovered and unresolved, putting people's lives at risk.



On average, for every 100 rental homes in Victoria...

**24 homes**

are at risk of having a significant electrical or gas safety issue

Putting

**62 lives**

at risk

**33 homes**

are at risk of having a faulty or missing smoke alarm

Putting

**86 lives**

at risk

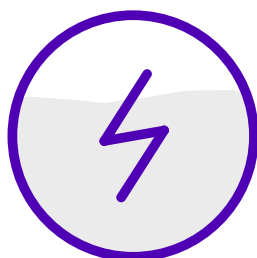
Sources: Detector Inspector service data; Census 2021.

# Skipping checks risks lives

Concerned that important elements of safety checks were being skipped by other providers, Detector Inspector conducted a mystery shopping program on 21 safety check providers and recorded the results. The results of our mystery shopping were alarming, with critical steps required to complete safety checks being missed. Read more about it at [www.detectorinspector.com.au/mystery](http://www.detectorinspector.com.au/mystery).

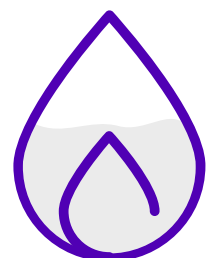
**61%**

of the critical electrical safety check steps were not completed.



**54%**

of the critical gas safety check steps were not completed.





## Not all safety check providers are equal



**50%**

did not complete checks of all existing smoke alarms

**33%**

did not check a single smoke alarm



**80%**

did not complete checks of all accessible power points

**60%**

failed to identify a basic power point safety hazard



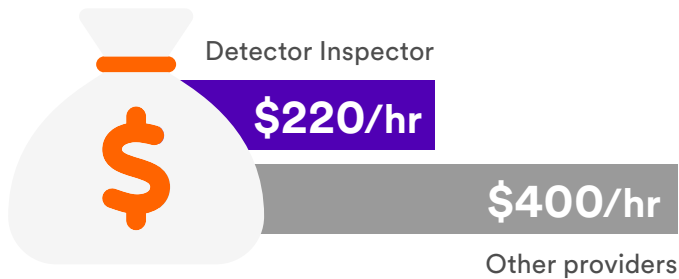
**80%**

of cooktop and hot water service checks were skipped

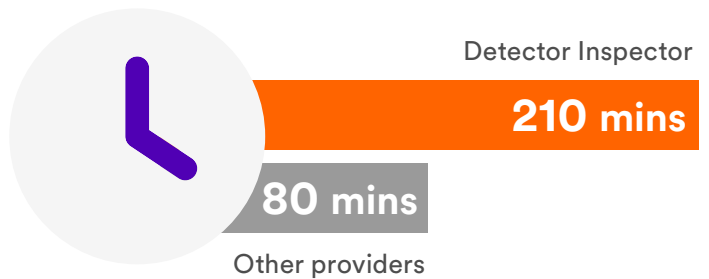
**80%**

did not check the heat exchanger for evidence of cracks

### Effective cost per hour






### Average time on site (all services)



## Safer Home plan to the rescue

Get what you pay for (and even some things you won't have to pay for) with Detector Inspector's Safer Home plan, and rest easy knowing that your properties are being taken care of by the leader in safety & compliance and that our checks are done in accordance with all your obligations, ensuring safer homes for renters and protection for owners in the case of an incident.

-  A comprehensive audit trail with photographs and technician notes recorded and stored to protect you in the case of an incident.
-  Discounted, bundled pricing smoothed into predictable, equal annual payments.
-  Free callouts for beeping smoke alarms or faults in checked gas and electrical items including pilot light relights.

Get you what you pay for.  
Enrol your property into a  
Safer Home plan today.



**Detector Inspector**