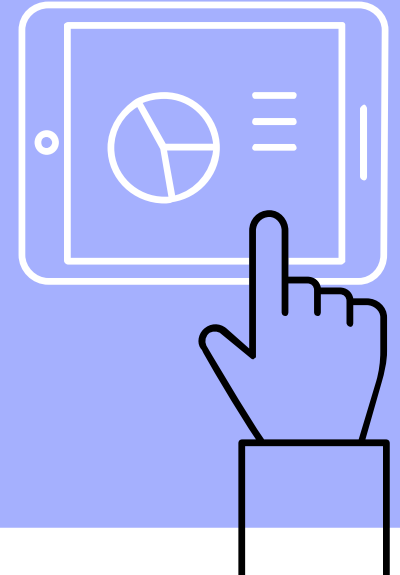
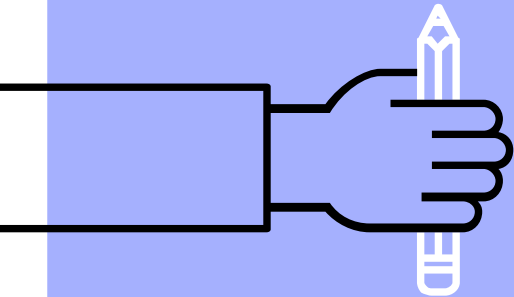
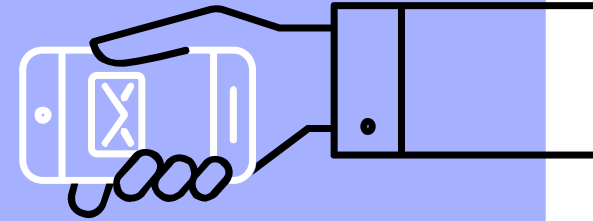
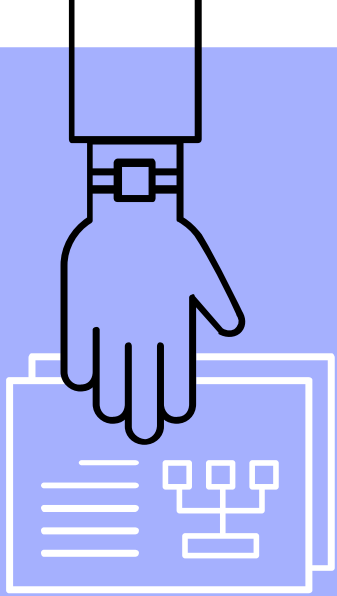
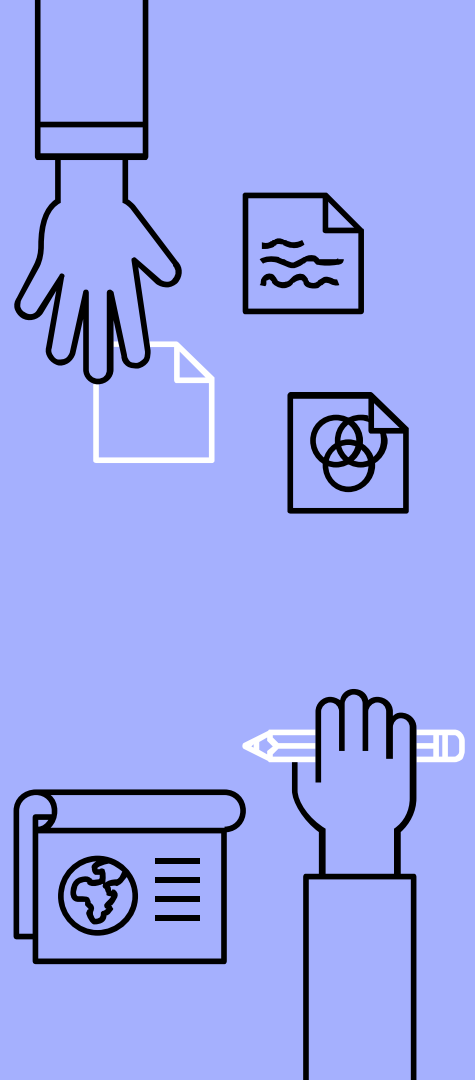


Winning at Inspections



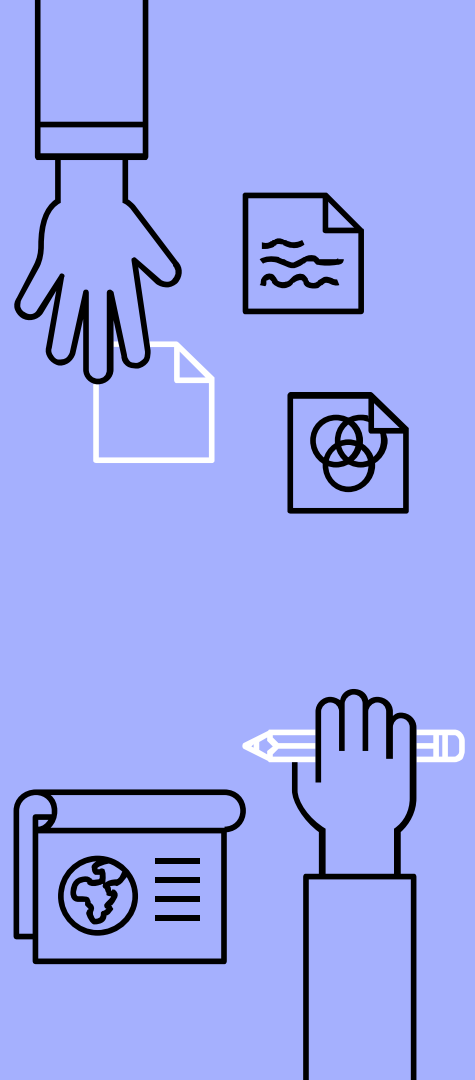
Agenda

- Introduction
- Purpose of Presentation
- Types of Inspections
- Common Inspection Issues
- Responsibilities of Landlords and Tenants
- Abatements
- Extensions
- Resources
- Conclusion



Today's Expectations

- ▶ Informative
- ▶ Questions are welcome
- ▶ Be mindful of others time
- ▶ If you would like to meet one on one, please schedule an appointment

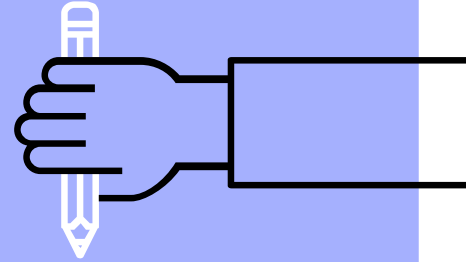


Manager of Landlord Compliance (Inspections)

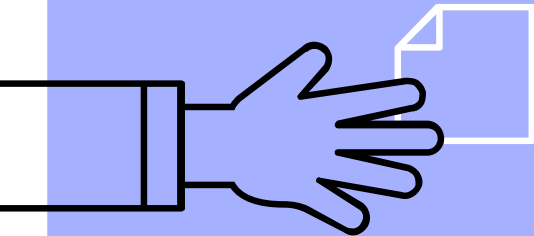
- ▶ Timothy Salvador
- ▶ University of San Francisco- BA
- ▶ University of Cincinnati- MBA
- ▶ Former Active Duty Army Officer
 - ▶ Logistics background
- ▶ Maui, Hawaii
- ▶ Over 9,800 inspections FY 18
- ▶ 8 Inspectors
- ▶ 5 Office Specialists



Purpose



To educate all Housing Choice Voucher (HCV) participants on requirements for Housing Quality Standards (HQS) Inspections and improve communication and understanding of the HCV Inspections Department.



Terms of Reference

HCV- Housing Choice Voucher

HAP- Housing Assistance Payment

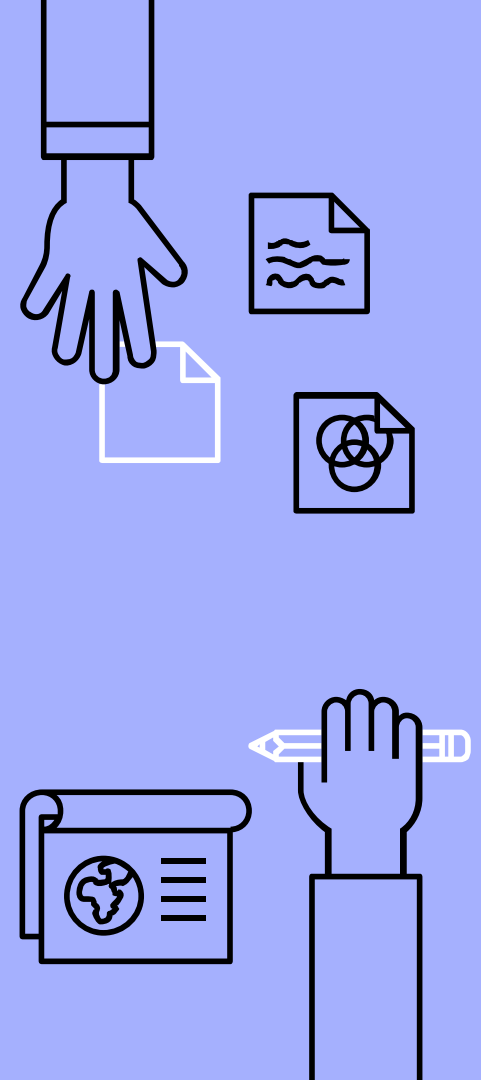
HQS- Housing Quality Standards

RTA- Request for Tenancy Approval

Abatement

Recoupment

Adjustment



Types of Inspections

- ▶ Initial
- ▶ Biennial
- ▶ Complaint
- ▶ Emergency
- ▶ Special
- ▶ Quality Control



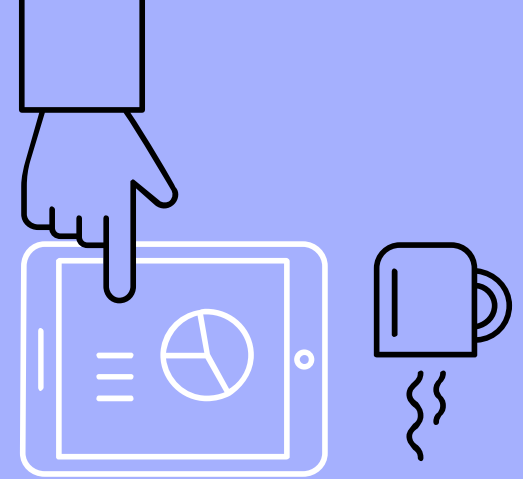
Request for Tenancy Approval

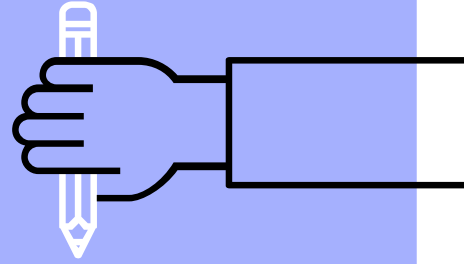
RTA Express

- ▶ Same day processing and approval
- ▶ 1-2 hours
- ▶ Walk out with Inspection Date/Time
- ▶ Must be ready to Inspect within 24-48 hours
- ▶ Must have all required paper work
- ▶ Review CAGIS and have supporting document for clearance

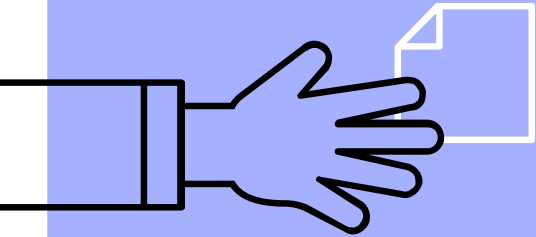
RTA Traditional

- ▶ ~14 Business Days to process





Initial Inspections



Initial Inspections- Pre Inspection Checklist

- “Not Ready”
- 12 items or more, obligated to leave



HQS Pre-Inspection Checklist

This checklist is provided as a courtesy and is not all-inclusive. It is provided to give you an idea of the items that an Inspector will check for during an inspection. Please look your unit over carefully before the inspector comes out. If you check “No/Needs Repair” to any of these items, the unit WILL FAIL the HQS inspection.

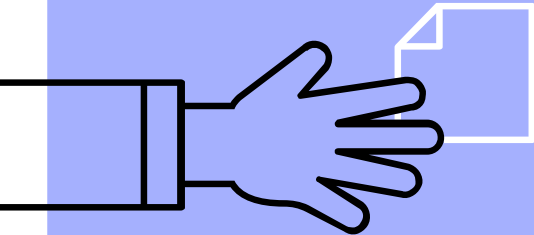
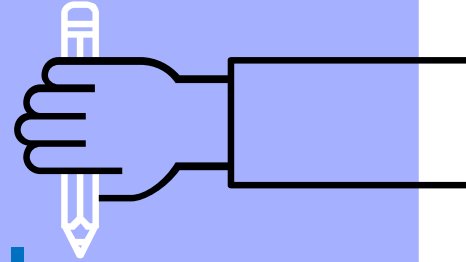
ALL ROOMS	OK/YES	NO/NEEDS REPAIR
Is the unit free of any exposed wiring?		
Are all electrical and switch covers present, secure, and free from cracks? All three prong outlets must be grounded.		
Are all the windows supplied with window glass and do they open and close properly?		
Are all windows free from cracks, missing/broken panes, with no more than 10% moisture between panes that impedes the view?		
Do all windows have secure locks?		
Are doors leading to exterior properly weather stripped?		
Are all floors sound, intact and free from hazardous defects? For initial contracts, has carpet been freshly shampooed?		
Is carpet soiled or damaged free from rips, tears or fraying? Is there missing or damaged floor tile? Is the floor tile free from large cracks that would impose a tripping hazard?		
Are all walls sound, intact (no holes or bowing) and free from hazardous defects? Minor paint drips and small stress cracks are not reasons to fail and inspection.		
Are all painted surfaces free of deteriorated (chipping, peeling, cracking and chalking) paint? Are all repairs patched, sanded and painted?		
Are all floors free of tripping hazards (3/8 inch), such as torn linoleum or carpeting, any phone lines, cables or cords, etc.?		
Are all closet doors hung properly so that they do not fall?		
Is the carpet new or has it been freshly shampooed? Is it free from rips, tears, and fraying?		
Are all doors fitted to openings for privacy and have a door handle?		
Are all rooms free of any other potentially hazardous feature(s)?		
HEATING EQUIPMENT/AIR CONDITIONING	OK/YES	NO/NEEDS REPAIR
Is the heating equipment capable of providing adequate heat to all rooms used for living?		
Is the unit free from unvented fuel-burning space heaters or any other unsafe heating conditions?		

Revised January 2017

Initial Inspections

- **Common Problems-** utilities turned off, boiler inspections, chipping/peeling paint, crumbling walkway or driveway
- **Final Fail-** after 3 fails, resubmit new RTA
- **Unable to Reach Landlord-** close out inspection after 3 calls
- **Owner Fails to Walkthrough-** Utilize Pre-Inspection Sheet
- **No-Shows-** Landlord Number not updated/ Change of Ownership Form not submitted

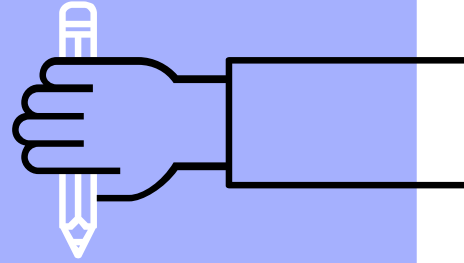
Quality Control Inspections



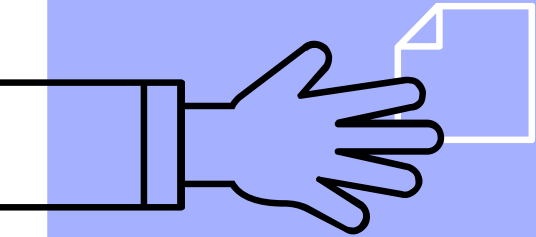
QC Inspections

Purpose

QC on inspector and quality of inspection. Ensures consistency of inspections and that inspectors are completing inspections properly.

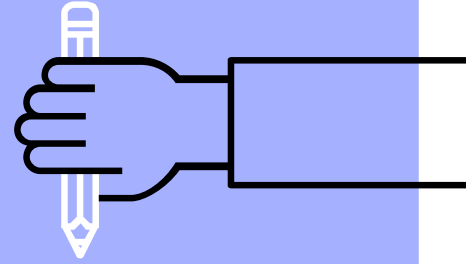


Biennial Inspections

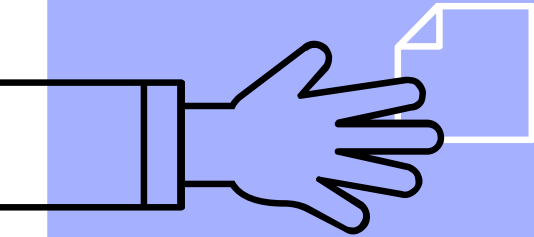


Biennial Inspections

- **Conducted WITHIN 24 months of last Inspection**
- **Common Problems-** wear & tear, compounded issues
- **Prevention Tip***- conduct periodic Property Management inspection
- **Final Fail-** after 4 fails, resubmit new RTA
- **No-Shows-** Tenant number is not updated/ Tenant could not get work or school off to attend inspection

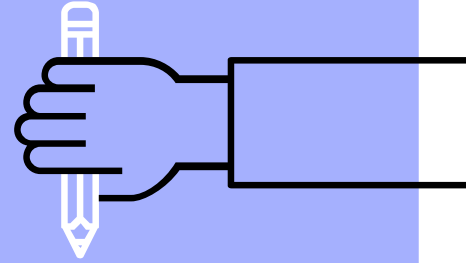


Complaint Inspections

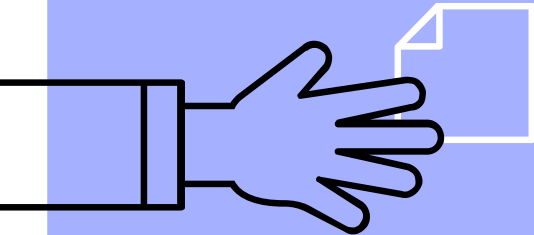


Complaint Inspections

- **What is a Complaint Inspection?**
- **Who can request a Complaint Inspection?**
- **Landlord/Tenant Relationship-** prevent calls to CMHA
- **Management Tip***- write in Lease to contact Landlord prior to calling CMHA
- **Final Fail-** after 4 fails, resubmit new RTA
- **No-Shows-** Tenant number is not updated/ Tenant could not get work or school off to attend inspection
- **Letters to Landlord-** ONLY after failed inspection



Emergency Inspections



Emergency Inspections

- **What is an Emergency Inspection?**
- **24 Hour time frame**
- **Final Fail-** after 3 fails, resubmit new RTA
- **No-Shows-** Tenant number is not updated/ Tenant could not get work or school off to attend inspection
- **Remote Inspection-** Duke Energy and GCWW
- **Letters to Landlord-** ONLY after failed inspection
- **Notification-** Inspector will call Landlord

Emergency Inspections

EMERGENCY REPAIR ITEMS [24 CFR 982.404(a)]

The following items are considered of an emergency nature and must be corrected by the owner or tenant (whoever is responsible) within 24 hours of notice by the inspector:

- Sewage backup
- Utilities are not on (i.e. electric, gas, and/or water)
- Smoke detector missing, damaged, or missing battery
- Electrical outlets and light switch covers that are missing
- GFCI outlets that do not function properly (open grounds on GFCI are acceptable)
- Circuit breaker boxes with open slot or open knock-out hole
- Junction boxes missing cover or open knock-outs
- Gas stoves that do not light from the pilot
- Improper flue connection for furnace or water heater
- No heat when outside temperature is below 40°
- Flooding

Special Inspections

- **What is a Special Inspection?**
- **Confirmation of Completed Repairs**
- **Confirmation of water/electric meter**
- **Confirmation of bedroom size**

Common Issues



Corrosion on pipes



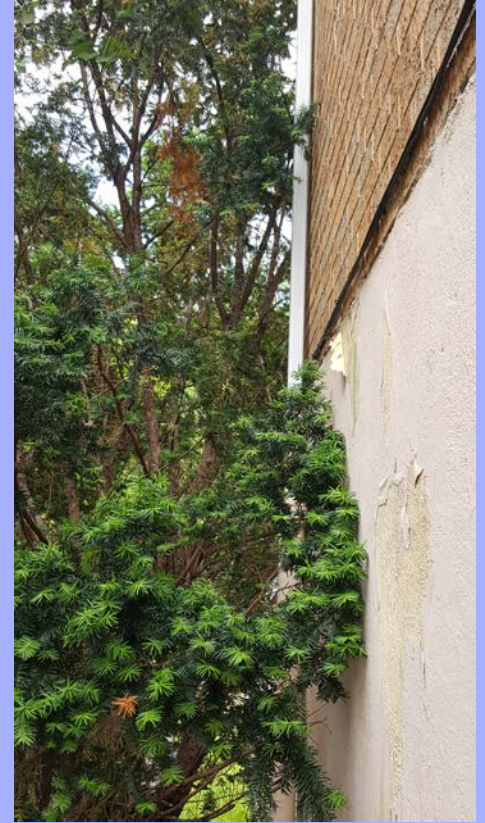
Boiler Missing Annual Inspection



Potholes in Driveway/Walkway



Chipping/Peeling Paint
Brush/Trees Touching Building



Common Issues



Uncovered Junction Boxes



Roach/Mice Infestation



Loose or lack of railings

Improperly Grounded Outlets/Covers

Leaking Roof/Leaking Ceiling/Walls

Leaking under the sink

AC/Heater not working

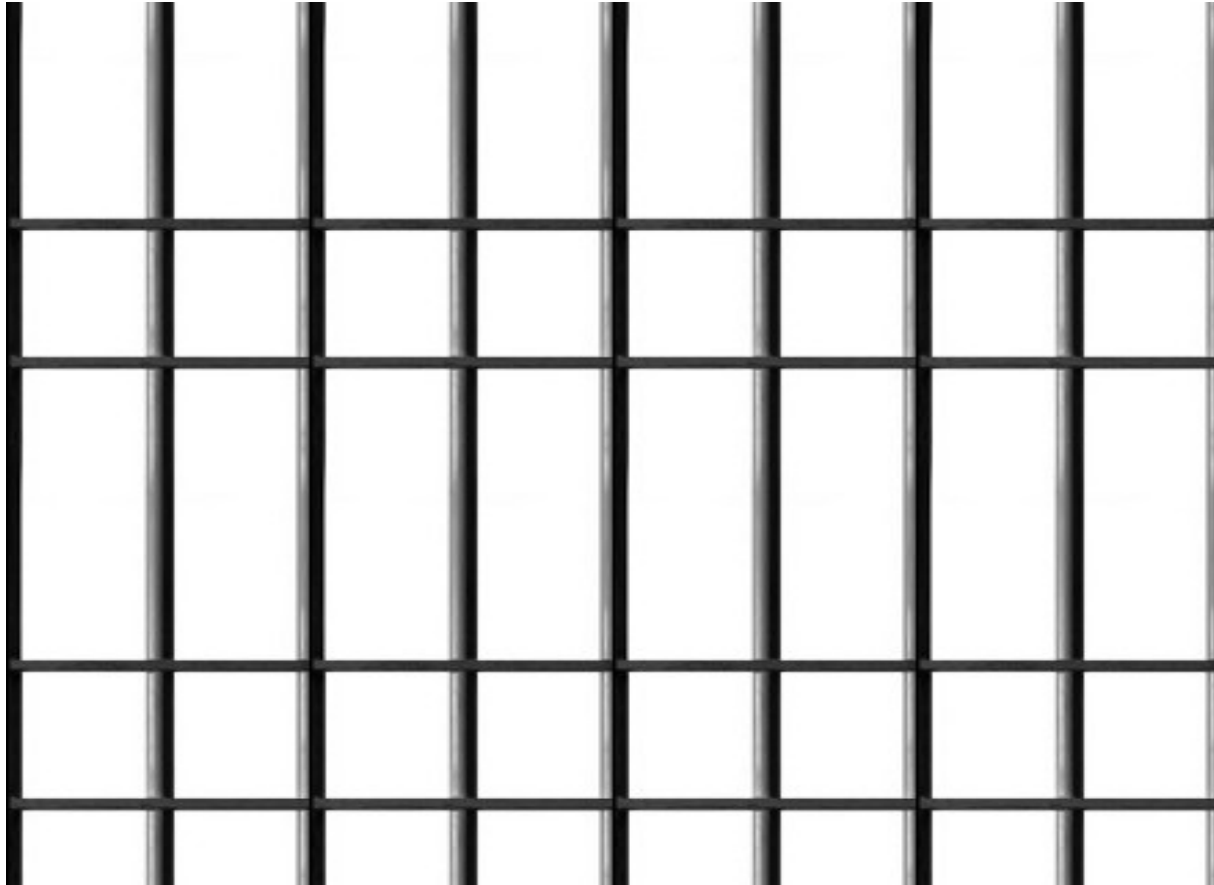
Responsibility

- **What is tenant responsible for in a unit?**
- **What is a landlord responsible for in a unit?**

- Single-Family Home vs. Multi-family building
- Infestation
- Resident caused damage/ BOTH?!?!



Abatements



Why Abatements?

- HUD Mandated
- Keeps landlord in compliance
- Ensures failed items are fixed

- **What if I can't fix fail items in a timely manner?**
- Request for Extension Form prior to second inspection
- **What if I fixed the item but the resident caused damage again before inspection?**
- Invoices, Completed Work Orders, 3rd Party Invoices
- **Are written letters, pictures, or snap shots of text messages accepted for confirmation of repairs?**
- No
- **Why does CMHA Recoup payments?**

Inspection 1

1st Fail

Inspection 2

No Show

Inspection 3

No Show

Inspection 4

2nd Fail



Extensions

Request for Extension Form

- An unavoidable delay in completing repairs due to difficulties in obtaining parts or contracting for services (special order parts);
- Delays due to climate conditions (ex. snow);
- Complexity or extensive nature of repairs which make it impossible to complete the repairs by the original due date (ex. Roof replacement, extensive concrete work, etc.);
- Serious illness or death
- LL can request a reasonable amount of time or prescribed time from the Contractor
- All requests are approved/denied by Manager
- Weather Extensions November 1st through March 15th



Resources

- Timothy Salvador- Inspections Manager
- Ms. Miranda Taylor- Landlord Outreach Coordinator
- Ohio Landlord/Tenant Law
- CMHA Administrative Plan 2019 (Website)
- HCV Program HQS Inspection Guidebook (Website)
- 24 CFR Part 982
- HAP Contract



THANKS!

**Any questions?
Comments?**

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Miranda.taylor@cintimha.com

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