



HOUSING QUALITY STANDARDS (HQS) INSPECTION REQUEST (Housing Agent)

HOUSING QUALITY STANDARDS (HQS)

Overview

The basis for HQS is Safe, Decent & Sanitary conditions. All units must be Safe, Decent & Sanitary to be in compliance with HQS. Housing Construction and Inspection Services (HCIS) conducts the inspections.

The HQS inspection is of conditions that are present and visible at the time of the inspection including the assessment of equipment in normal operating modes that is present and readily accessible.

- HQS focuses on the Health and Safety of the residents.

All units under a rental assistance contract for SPC rental assistance must comply with HQS:

- Prior to occupancy of the unit.
- At the time of the Annual inspection.
- And throughout the term of the Housing Assistance Contract.

OVERVIEW OF AN HQS INSPECTION REQUEST

- Sponsor Agency/Housing Agent submits an inspection request to CSD Project Monitor.
- The "Request for Inspection Form" (revised Feb. 2010) should be used.
- Ensure the request form is correctly and completely filled out.
- After receiving the request, Project Monitor routes to HCIS for inspection.
- The request form should be appropriately signed and dated by the resident.
- In the event the resident will not be home, the resident signature gives permission for the HCIS Inspector to enter the unit for the purpose of performing the inspection.
- The owner or a representative must be present during the inspection.
- The inspector will not perform the inspection or enter the unit without owner representation.
- The request may be faxed.

INITIAL INSPECTIONS

Initial inspections are inspections of units that are **not** under a Housing Assistance Contract (receiving SPC rental assistance). These units should not be occupied.

Scheduling Initial Inspections

- Reasonable priority will be given.
- Submit the request to your Project Monitor.
- HCIS schedules with the owner.
- Inspections are generally scheduled within five (5) days from the date the unit is ready.
- All utilities must be connected.
- Owner-provided appliances must be in place and in operating condition.
- Do not submit request until unit is confirmed to be ready for inspection.

ANNUAL INSPECTIONS

Annual Inspections are inspections of units that are under a Housing Assistance Contract (receiving SPC rental assistance) and in the process of being renewed. These units should be occupied.

Scheduling Annual Inspections

- Sponsor Agency/Housing Agent submits “HQS Inspection Request” completely filled out as referenced above.
- An adult person must be present during the inspection.
- An adult is a person at least 18 years old.
- HCIS generally refers the inspection request to the Project Monitor for resolution when the inspection cannot be completed after scheduling the inspection at least twice.

Annual Inspections Scheduling Difficulties

- Residents have not made arrangements to be home for the inspection.
- Residents do not allow entry to the inspector.
- Permission to enter form is not appropriately signed.
- Inspection Request form does not have the correct information or is not completely filled out.
- Submission of duplicate inspection requests.
- Owner cooperation is lacking.

Failed Annual Inspections

- A second inspection is performed within 30 days from the date the inspection initially failed.
- Reasonable notice is given to owner/management to correct deficiencies.
- Notice must not be more than 30 days from the date inspection initially failed.
- If a unit fails twice or not inspected in a timely basis the following action may be initiated:
 - Assistance may be terminated, suspended or reduced.
 - The Assistance Housing Contract (SPC rental assistance) may be terminated.
 - The resident may have to pay rent.
 - The resident participation in the rental assistance (SPC) program may be terminated.
 - The resident may have to relocate.
- Emergency deficiencies must be corrected within 24 hours.
 - Non-operational Smoke Detectors are considered an emergency.

SPECIAL INSPECTIONS

These types of inspections are generally complaint inspections.

- Handled on a case by case basis.
- Collaboration between Project Monitors, Sponsor Agency & HCIS is imperative.
- Inspection is schedule as quickly as possible. Generally the following day after the request has been received.
- Resolved ASAP.
- Assistance may be terminated, suspended or reduced, or contract may be terminated.
- Resident may have to relocate.

FIVE MOST FAILED ITEMS

- Smoke detectors not working.
- Entry door is not adequately sealed.
- Exterior doors do not close and lock as intended.
- Broken or missing electrical outlet plate covers.
- Electrical outlets not wired correctly.

TO EXPEDITE INSPECTIONS

- The owner and the resident should be made aware of the importance of the inspection.
- Owner and resident should cooperate to ensure the inspection is performed in a timely manner.
- Written permission to enter the unit in the absence of the resident should be obtained.
- Telephone number for Client should be listed on request form where indicated.
- The resident should be instructed to make arrangements to be home for the inspection.
- Ensure the smoke detector is checked for proper operation before the inspection is performed.