

Exhibit 7-3

Remote Video Inspection

Remote Video Inspection (RVI) is the process by which an AHFC inspector uses streaming technology to complete a Housing Quality Inspection remotely through the use of a proxy. The proxy follows the direction of the HQS inspector throughout the entire inspection process.

1. Administrative Preparation

The technologies authorized for the use of video inspection shall be approved and supported by AHFC.

1.A Platforms

The use of Cisco Webex and Jabber are highly encouraged for the execution of remote video inspections. As these platforms are AHFC supported software, assistance with technical difficulties are available. Other acceptable streaming video platforms include Zoom and Microsoft Teams. Staff shall create a work account when using alternative video platforms.

1.B Equipment

AHFC's device to conduct the RVIs must have a large enough screen to visually confirm the inspection standards. These include AHFC provided desktops, laptops, or tablets. Staff may use AHFC provided or personal cellphones for business purposes if the screen is large enough to inspect in detail.

1.C Prohibited

The remote video inspection process shall not conflict with AHFC's Information Security Policy and Procedures that are in place. Staff shall not use platforms banned on AHFC devices and/or networks such as social media or messaging applications. Staff shall protect all Personal Identifiable Information and AHFC equipment during inspections.

2. Pre- Inspection Planning

Staff will advise the landlord, who will serve as the proxy, of the inspection date and time. In addition, staff shall advise the proxy of the tools needed for the inspection, the video platform and they must have access to reliable internet/ cell phone service. AHFC may prepare an inspection tool bag for landlords to pick up from the local office.

3. Performance of the Inspection

The proxy follows the direction of the HQS inspector throughout the entire inspection process. The proxy is not performing the inspection, the inspector is during the live streaming. Pictures are not sufficient performance of inspection. Multiple video interruptions may result in rescheduling of the inspection.

3.A Verification of the Unit

HUD Guidance¹

Prior to the inspection commencement, verify the unit on screen is the unit scheduled to be inspected. From outside the unit, confirm the address and street name. Once the unit is confirmed, continue the inspection.

3.B Exterior of the Unit

Staff is required to follow the HQS standards for the inspection of the exterior of the unit (outside walls, roof, and any exterior item including the yard) and adjoining properties. Examine all sides of the structure, including but not limited to fences and outbuildings. Visually examine paint conditions of all siding, trim, windows, porches, steps, columns, and any other painted areas.

3.C Interior of the Unit

Review each room separately and visually examine paint conditions of walls, ceilings, steps, floors, doors, door frames, and windows, including window troughs. It is recommended that each field office follow the same flow throughout the unit for consistency and accuracy.

4. Post Inspection

AHFC will notify the proxy and family of the inspection results. See Chapter 7's Inspection Results and Documentation sections.

5. Regular Inspections

AHFC may exercise the option to conduct the regular HQS inspection in person before continuing to provide HAP assistance if there is:

- a) inspectors visiting the community for other AHFC business
- b) other good cause to ensure the home meets HQS standards

¹ [Public and Indian Housing Notice 2020-31](#)

6. Definitions

- A. **Personal Identifiable Information:** Information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc. alone, or when combined with other PII which is linked or linkable to a specific individual.
- B. **Proxy:** The party AHFC has designated to visually present the unit to the AHFC inspector, typically the landlord or agent

Numbered Memo

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