

# **Chapter 7**

## **Unit Inspections**

AHFC will conduct inspections to evaluate safety and maintenance requirements, tenant caused damages and poor housekeeping practices that may cause damage. AHFC will use the Uniform Physical Condition Standard (UPCS) and established Public Housing Division (PHD) Management Standards to see that all units, common areas, buildings, furnace rooms, grounds, and maintenance rooms meet at least minimum requirements. The UPCS reports will also be used to plan long-term improvements and meet HUD regulations.

Refer to the Public Housing Division “Uniform Physical Condition Standards handbook” to find the requirements and explicit directions to conduct inspection.

- AHFC will use the UPCS Inspection Checklist for the move-in and move-out inspections.
- The inspection form must be signed by the head of household or other adult family member at the move-in.
- AHFC will use the Housekeeping Inspection Checklist form for the housekeeping inspections.
- AHFC will keep the inspection forms in the tenant file.
- Staff will enter the inspection in CCS.
- Staff will compare the move-in UPCS Inspection Checklist with the move-out UPCS Inspection Checklist in order to assess any maintenance charges to the tenant.

### **1. Move-In Inspection**

AHFC and an adult family member will inspect the unit prior to occupancy in order to determine the condition of the unit and equipment. The unit cannot be occupied until it meets UPCS and PHD Management Standards. If conditions are acceptable to the family and the family moves in, any other repairs must be completed within 30 days of occupancy.

### **2. Move-out Inspection**

AHFC will perform a move-out inspection when the family vacates the unit. Staff will encourage the family to participate. The purpose of this inspection is to determine necessary maintenance and whether there are damages that exceed normal wear and tear. Staff will also make a visual record by camcorder or camera of the condition of the unit in cases of obvious damage, abandonment or eviction.

Any claim for damages will be based upon the comparison between the move-in and the move-out inspections. Charges for items of repair, renovation and/or redecorating of the unit made necessary but abuse, negligence or deliberate destruction by the family will be assessed against the family's security deposit. Should the security deposit prove insufficient relative to the actual cost of such repairs, AHFC will take any and all actions at its disposal to collect the remaining balance from the family. Please refer to Chapter 8 to determine charges to the tenant, and Chapter 13 concerning family debt.

### **3. Annual and Semi-Annual inspection**

AHFC is required to perform a UPCS inspection in each unit on an annual basis and to perform a semi-annual inspection six months later. Staff is also required to perform an UPCS inspection in all common areas, offices, and maintenance buildings annually.

The CCS Inspection Module manager will notify field staff of the inspections needed each month and will create the inspection number in the CCS system for field staff to update. Staff may also access the "Unit Report" in CCS Tenant Accounting.

- Field staff must give notice of the inspection at least forty eight (48) hours prior to the inspection. Staff should give more time when possible to enable families to prepare for the inspection.
- Staff will report maintenance problems which cause the unit to fail. The time frame for correction of the problems depends upon the severity of the fail item and will be in compliance with UPCS Handbook and work order procedures.
- Staff will re-inspect to assure compliance after proper notice to the family.
- If maintenance problems were caused by the family, the family will be charged according to the Sundry Charges list. Damages beyond normal wear and tear will be billed to the family.
- Families who repeatedly fail the inspections or cause excessive damage to the unit may be in violation of the lease.
- Payment is due upon receipt of the written notice and families must pay no later than thirty (30) calendar days from the first rental due date following the AHFC notice.
- Staff will note the overall housekeeping practice and notify families of serious deficiencies in housekeeping giving five (5) business days to correct. An immediate threat to health and/or safety will require compliance within twenty four (24) hours.
- Staff will give a copy of the move-in and the annual inspection to the family at their request. The original will be kept in the tenant file.
- Unless the repair is considered an emergency, staff will request permission to enter to complete repairs if the family will not be available when maintenance staff schedules the work.

- Staff will complete the *Notice of Entry* form when the family is not home.
- Except in an emergency situation, staff will not enter the unit if only minor children are present in the unit.

### **3.A Annual Inspections**

AHFC will inspect all units annually according to the UPCS Handbook and using the *UPCS Inspection Checklist*. The inspection must be done during the same month in which the family moved in. If the family moves in June 15, the UPCS inspection will be conducted in June of the following year and each subsequent June for the duration of the tenancy.

Staff will give written notice (*Notice to Correct Condition*) to the family of any fail items due to housekeeping or tenant caused damages. Notice will be sent the same day of the inspection giving five (5) business days to correct unless the fail is considered an immediate threat to health and/or safety. That item must be corrected within twenty four (24) hours.

Other maintenance problems will be handled as prescribed by the UPCS Handbook and work order procedures.

### **3.B Semi-Annual Inspections**

AHFC will inspect all units six months from the Annual Inspection to note the overall upkeep of the unit and the potential of any maintenance problems. Staff will use the *Housekeeping Inspection Checklist* form. Staff will list any fail items on the form.

The form should be signed by staff and an adult family member if present. If there are fail items and no adult is present, the form must be mailed to the family with the *Notice to Correct Condition* giving five (5) days to correct if the fail item(s) were caused by the family. Staff will schedule the re-check inspection to coincide with the notice deadline. If the unit failed the inspection due to housekeeping practices, staff may meet with the family to review the lease regarding the housekeeping expectations. Staff may suggest that the family contact a chore service if the family is elderly or disabled.

After the re-inspection, AHFC will subsequently schedule housekeeping inspection every thirty (30) days, not to exceed ninety (90) days, to ensure that the tenant keeps the unit in accordance with the terms of the lease.

## **4. Quality Control and Other Inspections**

AHFC may conduct Quality Control (QC) inspections to determine the condition of the unit and to identify problems or issues in which AHFC can be of service to the family.

Periodically, families may be impacted by HUD REAC inspections, insurance agencies, state agencies, and other departments in AHFC. Field staff is typically given short notice of the units to be inspected; however, staff must give at least a forty eight (48) hour notice to affected families.