

# Alternative Remote Video Inspection SOP: Electrical, Plumbing, HVAC, and Building Exterior

Presented here is the standard operating procedure (SOP) for conducting remote video inspections (RVIs) for the following programs: U.S. Department of Housing and Urban Development (HUD) Real Estate Assessment Center (REAC), Uniform Physical Condition Standards for Vouchers (UPCS-V), National Standards for the Physical Inspection of Real Estate (NSPIRE), Low-Income Housing Tax Credit (LIHTC), HOME Program, and American Society of Home Inspectors (ASHI). This SOP covers the electrical system, plumbing system, HVAC system, and building exterior and is a set of step-by-step instructions to help public housing authorities (PHAs), third-party contract inspectors, and their proxies carry out the RVI operation. The aim of this SOP is to achieve efficiency, quality output, and uniformity of performance, while reducing the miscommunication and failure to comply with the various program regulations and standards.

## Pre-Inspection

1. The remote inspector (RI) calls the proxy (P) at the scheduled date and time +/- 15 minutes.
2. The P receives an email with the video link and opens the platform.
3. The RI verifies that the P has a flashlight, tape measure, GFCI circuit tester, and long stick to test smoke and carbon monoxide (CO) detectors.
4. The RI instructs the P to switch to their outward (rear) facing camera.
5. The P and RI verify that there is a good video streaming connection at the unit.
6. The RI tells the P to move to the street and point the camera at the front of the unit.
7. The RI records the unit address on the data collection device (DCD) embedded with the program software (e.g., RAPID 4.0).
8. The RI and P ensure that NO personal or easily identifiable information appears in the video.
9. The RI and P will follow the latest Centers for Disease Control and Prevention (CDC) and HUD COVID-19 guidelines.
10. The RI gives the P the following instructions.

## Electrical System

1. Slowly move to the electrical service panel or fuse box.
2. Open the panel and point your camera at the breakers or fuses.
3. Show me with your camera: The top, sides, and bottom of the electrical service panel or fuse box.

## Plumbing System

1. Show me with your camera: The main water shutoff valve.
2. Show me with your camera: The water supply pipes.
3. Show me with your camera: The drain and waste pipes.
4. Show me with your camera: The floor drain.
5. Show me with your camera: The top, sides, and bottom of the water heater.
6. Show me with your camera: The temperature/pressure-relief (TPR) valve and the discharge pipe.

## Heating System

1. If possible, show me with your camera: The thermostat. Then turn the thermostat up 10 degrees.
2. Move to the furnace or boiler and show me with your camera: The top, sides, and bottom of the appliance.
3. Show me with your camera: The heat ducts or boiler pipes.
4. Tell me whether warm air is coming out of the registers, or use a thermometer to show me the heating temperature.
5. Turn the thermostat down 10 degrees.

## Cooling System

1. If the outside temperature is above 60 degrees F, turn the thermostat down 10 degrees. Then move to the building's exterior and point your camera at the air conditioner condenser unit. Hold a piece of paper over it so that I can see air blowing off the unit.
2. Return inside the building and tell me whether cold air is coming out of the registers, or use a thermometer to show me the cooling temperature.
3. Turn the thermostat up 10 degrees.
4. For window or wall AC units, if the outside temperature is above 60 degrees F, turn the unit on and tell me whether you feel cold air, or use a thermometer to show me the cooling temperature.

## Building Exterior

1. Walking slowly around the building, stop at each wall elevation and show me with your camera:
  - a. The roof.
  - b. The gutters, downspouts, and splash blocks.

- c. The exterior wall surfaces.
  - d. The chimney.
  - e. The doors and windows.
  - f. The stairs, porches, and balconies.
  - g. The foundation.
  - h. The deteriorated paint.
2. For a manufactured home, show me with your camera: The tie-downs under the building.