

# Housing Choice Voucher Program Housing Quality Standards

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

This is the standard operating procedure (SOP) for conducting a Housing Quality Standards (HQS) inspection of the electrical system, plumbing system, HVAC system, and building exterior for the Housing Choice Voucher (HCV) Program. This SOP is a set of step-by step instructions to help public housing authorities (PHAs) and their proxies carry out the Remote Video Inspection (RVI) operation. The aim of this SOP is to achieve efficiency, quality output, and uniformity of performance, while reducing miscommunication and failure to comply with the HCV-HQS inspection regulations.

### 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 the 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 U.S. Department of Housing and Urban Development (HUD) Form 52580-a, 52580, or a data collection device (DCD) embedded with HQS software.
8. The RI and the P ensure that NO personal or easily identifiable information appears in the video.
9. The RI and the 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 for Units

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.