

HCV-HQS Remote Video Inspection: Best Practices

General Health and Safety:
Common Areas, Elevators and Site and Neighborhood



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Introduction: Learning Outcome

- **Topic:** General Health and Safety, Common Areas, Elevators, and Site and Neighborhood.
- **Learning outcomes:**
 - To know the inspectable items under General Health and Safety.
 - To learn the RVI protocol to inspect each inspectable item under General Health and Safety.
 - To know the inspectable items under Common Areas and Elevators.
 - To learn the RVI protocol to inspect each inspectable item under Common Areas and Elevators.
 - To know the inspectable items under Site and Neighborhood.
 - To learn the RVI protocol to inspect each inspectable item under Site and Neighborhood.

Conducting the RVI: General Health and Safety

- Access to unit
- Exits
- Evidence of infestation
- Garbage and debris
- Refuse disposal
- Interior stairs and common halls
- Other interior hazards
- Elevators
- Indoor air quality
- Site and neighborhood
- Lead-based paint (LBP): Owner certificate



Conducting the RVI: Common Inspectable Areas

Common areas are public and non-public areas (e.g., common stairs and hallways, elevators, laundry rooms, trash chutes) used by the tenant according to their lease agreement:

- Basement/garage/carport
- Closet/utility/mechanical
- Community room
- Daycare
- Interior hallways
- Outside common areas
- Halls/corridors/stairs
- Kitchen
- Laundry
- Lobby
- Other community spaces
- Patio/porch/balcony
- Pools and related structures
- Restrooms
- Storage
- Trash collection areas

Conducting the RVI: Common Areas

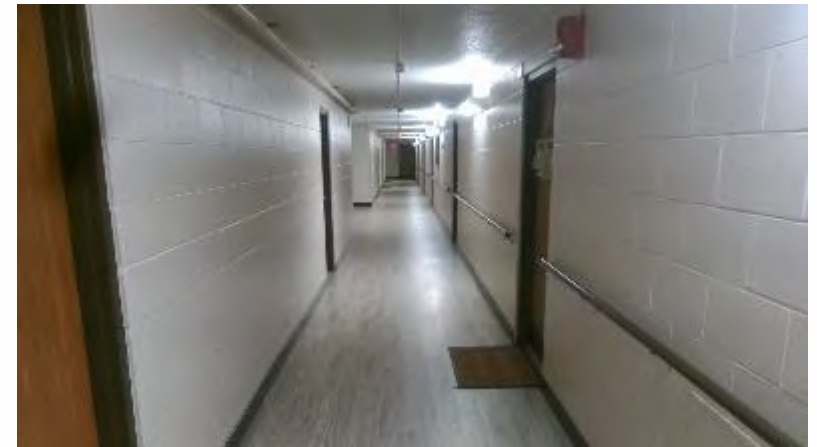
- Illumination
- Electrical hazards
- Security
- Window condition
- Ceiling condition
- Wall condition
- Floor condition
- LBP
- Smoke detector
- Carbon monoxide (CO) detector



Conducting the RVI: Common Areas Script

The inspector gives the proxy the following directions to inspect the common areas used by the tenant:

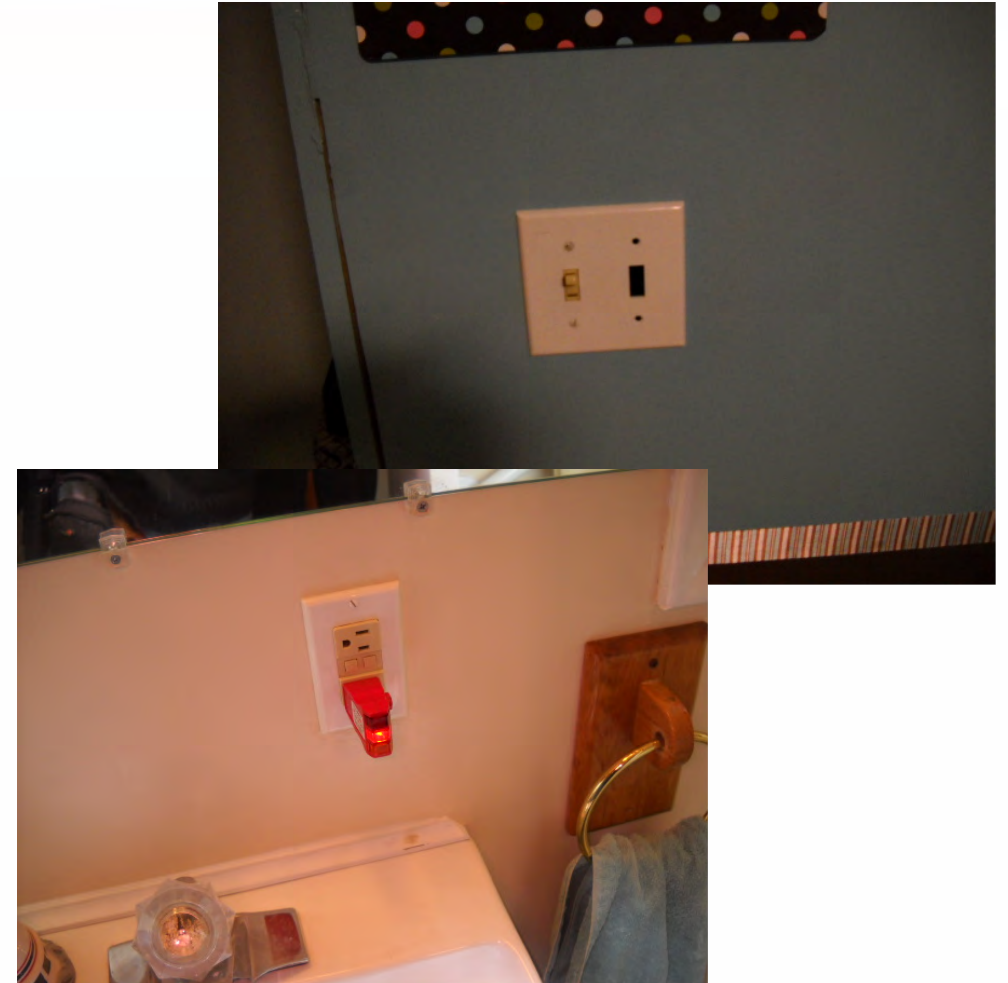
- a. Enter the common area and give me the name and location of the area.
- b. Moving slowly to your right, point your camera at the walls.
- c. Show me with your camera: You operating the windows.
- d. Show me with your camera: You operating the area doors.



Conducting the RVI: Common Areas Script (continued)

The inspector gives the proxy the following directions to inspect the common areas used by the tenant:

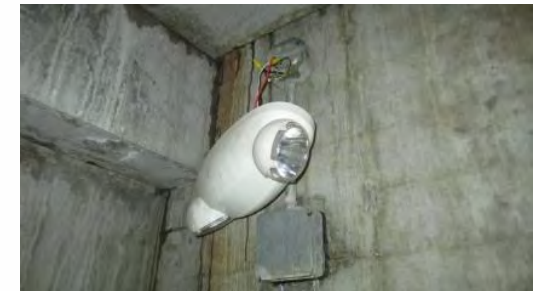
- a. Show me with your camera: You testing the outlets.
- b. Show me with your camera: You operating the light switches and fixtures.
- c. Show me with your camera: The ceiling.
- d. Show me with your camera: The floor.



Conducting the RVI: Common Areas Script (continued)

The inspector gives the proxy the following directions to inspect the common areas used by the tenant:

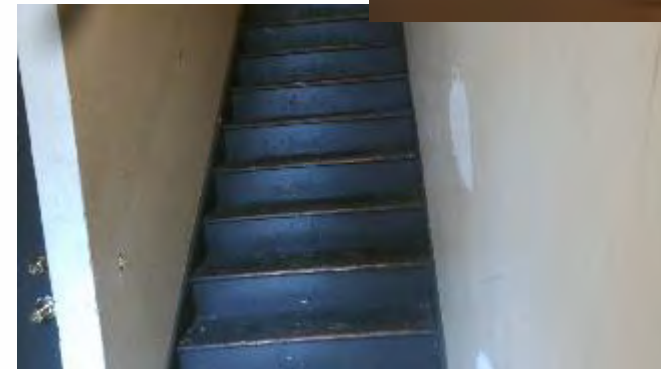
- a. Show me with your camera: The area heat source.
- b. Show me with your camera: Any infestation.
- c. Show me with your camera: Any garbage and debris.
- d. Show me with your camera: Any deteriorated paint.
- e. Show me with your camera: You testing the smoke detectors, CO detectors, auxiliary lights, and emergency lights.



Conducting the RVI: Common Areas Script (continued)

The inspector gives the proxy the following directions to inspect the common areas:

- a. Show me with your camera: The fire extinguishers.
- b. Show me with your camera: The sprinkler heads and fire control system.
- c. Show me with your camera: The interior stairs and common halls used by the tenant.
- d. Show me with your camera: The fire exits from the building.



Conducting the RVI: Common Kitchen

- Kitchen area present
- Electricity
- Electrical hazards
- Security
- Window conditions
- Ceiling conditions
- Wall conditions
- Floor conditions
- LBP
- Stove or range
- Refrigerator
- Sink
- Space for storage, preparation, and serving food



Conducting the RVI: Common Kitchen Script

The inspector gives the proxy the following directions to inspect the common kitchen area used by the tenant according to the lease agreement:

- a. Enter the common kitchen area and, slowly moving to your right, show me with your camera: The walls.
- b. Show me with your camera: You operating the windows.
- c. Show me with your camera: You operating, latching, and locking entry doors.
- d. Show me with your camera: You operating closet doors.
- e. Show me with your camera: You testing the outlets with the ground-fault circuit interrupter (GFCI) tester.
- f. Show me with your camera: You operating the light switches and fixtures.

Conducting the RVI: Common Kitchen Script (continued)

The inspector gives the proxy the following directions to inspect the common kitchen area used by the tenant according to the lease agreement:

- a. Show me with your camera: The ceiling.
- b. Show me with your camera: The floor.
- c. Show me with your camera: The heat source.
- d. Show me with your camera: You opening the cabinet doors and drawers.
- e. Show me with your camera: The kitchen countertops.
- f. Show me with your camera: Any infestation.
- g. Show me with your camera: Any garbage and debris.
- h. Show me with your camera: Any deteriorated paint.

Conducting the RVI: Common Kitchen Sink Script

The inspector gives the proxy the following directions to inspect the common kitchen sink area used by the tenant according to the lease agreement:

- a. Now, slowly move to the kitchen sink and with your camera show me: The sink bowl, basket strainers, and spray hose.
- b. Show me with your camera: You operating the cold-water faucet.
- c. Show me with your camera: You operating the garbage disposal.
- d. Show me with your camera: You turning on the hot-water faucet and letting steam appear, or show me a thermometer reading $>100^{\circ}\text{F}$.
- e. Now turn off the hot-water faucet.
- f. Show me with your camera: The area under the kitchen sink.



Conducting the RVI: Common Kitchen Dishwasher Script

The inspector gives the proxy the following directions to inspect the common kitchen dishwasher used by the tenant according to the lease agreement:

- a. Now, show me with your camera: The dishwasher.
- b. Open the door and show me with your camera: The door gasket.
- c. Show me with your camera: The dish racks.
- d. Show me with your camera: The bottom spray arm and heating element.
- e. Close the door and operate the dishwasher in the short cycle.
- f. After the short cycle ends, open the door and show me with your camera: The bottom spray area again.
- g. Close the dishwasher door.

Conducting the RVI: Common Kitchen Refrigerator Script

The inspector gives the proxy the following directions to inspect the common kitchen refrigerator used by the tenant according to the lease agreement:

- a. Now, slowly move to the refrigerator and with your camera show me: You opening the freezer compartment. Show me ice in the ice cube tray and the freezer food seal.
- b. Open the fresh food compartment and tell me the compartment is cold to the touch, or with a thermometer show me at least 38°F. With your camera, show me the fresh food seal.



Conducting the RVI: Common Kitchen Range Area Script

The inspector gives the proxy the following directions to inspect the common kitchen range area:

- a. Slowly move to the range. If it is a gas range, tell me whether you smell gas. Show me with your camera: You turning and off all the burners.
 - For a gas range, show me with your camera the lit gas burners. Turn off the burners.
 - For an electric range, show me with your camera the red-hot burner rings. Turn off the burners.
- b. Open the oven door and show me with your camera the oven door gasket.



Conducting the RVI: Common Kitchen Range Area Script (continued)

The inspector gives the proxy the following directions to inspect the common kitchen range area used by the tenant according to the lease agreement:

- a. Turn on the bake function and show me with your camera the gas flames or red-hot electric bake burner. Turn off the bake function.
- b. Turn on the broiler function and show me with your camera the gas broiler flames or the red-hot broiler burner. Turn off the broiler function.
- c. Turn on the range hood exhaust and light. Show me with your camera that the light is on, and let me hear the fan running. Turn off the fan and light.

Conducting the RVI: Common Kitchen Microwave Oven Script

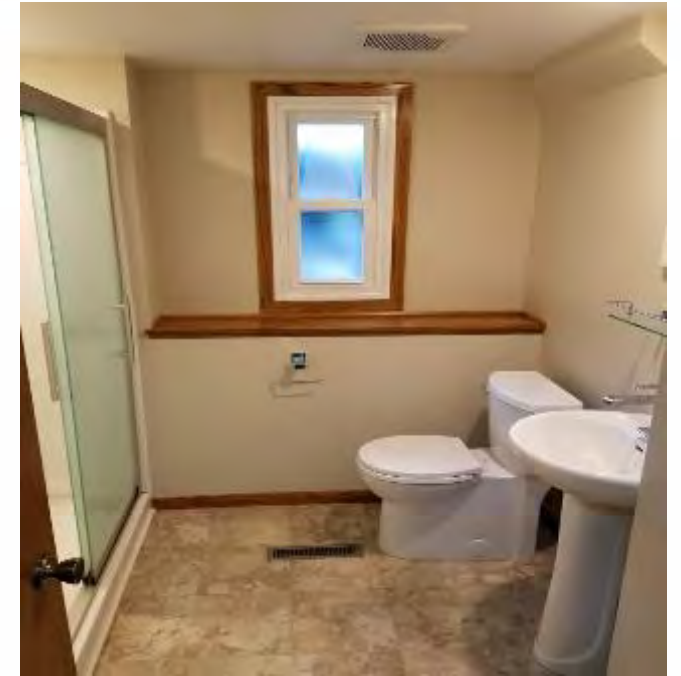
The inspector gives the proxy the following directions to inspect the microwave oven if it substitutes for the range used by the tenant according to the lease agreement.

- a. Show me with your camera: The microwave oven.
- b. Open the door and place a cup of water in the microwave oven.
- c. Close the door and, with your camera, let me hear the child safety door latch lock. Turn on the microwave oven for 60 seconds.
- d. Open the door and show me with your camera boiling water in the cup or steam coming off the cup.
- e. Close the microwave oven door.



Conducting the RVI: Common Bathroom

- Bathroom present
- Electricity
- Electrical hazards
- Security
- Window conditions
- Ceiling conditions
- Wall conditions
- Floor conditions
- LBP
- Flush toilet in an enclosed room in the unit
- Fixed sink in the unit
- Tub or shower
- Ventilation



Conducting the RVI: Common Bathroom Area Script

The inspector gives the proxy the following directions to inspect the common bathroom used by the tenant:

- a. Enter the bathroom and give me the name and location of the bathroom.
- b. Slowly moving to your right, show me with your camera: The walls.
- c. Show me with your camera: The tub wall.
- d. Show me with your camera: You operating the windows.
- e. Show me with your camera: You closing, latching, and locking the bathroom door.
- f. Show me with your camera: You operating the closet doors.



Conducting the RVI: Common Bathroom Area Script (continued)

The inspector gives the proxy the following directions to inspect the common bathroom used by the tenant:

- a. Show me with your camera: You testing the outlets with the GFCI tester.
- b. Show me with your camera: You operating the light switches, fixtures, and fan.
- c. Show me with your camera: The ceiling.
- d. Show me with your camera: The floor. Step hard on the floor around the toilet and by the tub and show me any floor movement.
- e. Show me with your camera: The heat source.
- f. Show me with your camera: Any infestation.
- g. Show me with your camera: Any garbage and debris.
- h. Show me with your camera: Any deteriorated paint.
- i. Show me with your camera: You operating the call-for-aid and the length of the cord.

Conducting the RVI: Common Bathroom Sink Script

The inspector gives the proxy the following directions to inspect the bathroom sink used by the tenant according to the lease agreement:

- a. Now, slowly move to the bathroom sink and with your camera show me: You operating the sink stopper.
- b. Show me with your camera: The bathroom sink countertops.
- c. Show me with your camera: You opening the cabinet doors and drawers.
- d. Show me with your camera: You opening the medicine cabinet.



Conducting the RVI: Common Bathroom Sink Script (continued)

The inspector gives the proxy the following directions to inspect the common bathroom sink used by the tenant:

- a. Show me with your camera: You operating the cold-water faucet.
- b. Show me with your camera: You turning on the hot-water faucet and letting steam appear, or show me a thermometer reading $>100^{\circ}\text{F}$.
- c. Now, turn off the hot-water faucet.
- d. Show me with your camera: The area under the bathroom sink.

Conducting the RVI: Common Bathroom Toilet Script

The inspector gives the proxy the following directions to inspect the common bathroom toilet:

- a. Now, slowly move to the toilet and show me with your camera: The bowl, tank, lid, and seat.
- b. Lift the seat and show me with your camera: You flushing the toilet and let me see the water go down.
- c. Show me with your camera: The area around the toilet.
- d. Show me with your camera: The water shutoff valve.
- e. With your leg, gently put pressure on the side of the bowl. Show me with your camera any movement of the toilet.



Conducting the RVI: Common Bathroom Tub/Shower Script

The inspector gives the proxy the following directions to inspect the common bathroom tub/shower used by the tenant:

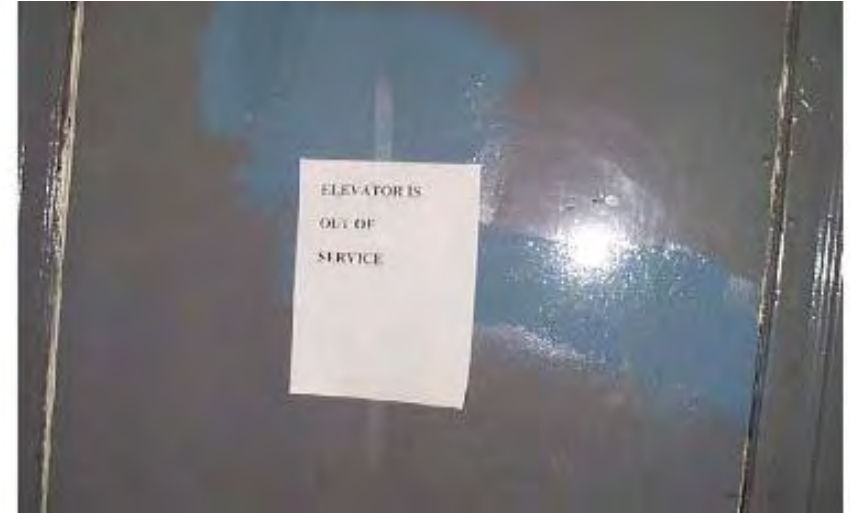
- a. Now, slowly move to the bathroom tub/shower and with your camera show me: You operating the tub drain stopper.
- b. Show me with your camera: The tub/shower hardware.
- c. Show me with your camera: You operating the cold-water faucet.
- d. Show me with your camera: You turning on the hot-water faucet and letting steam appear, or show me a thermometer reading $>100^{\circ}\text{F}$.
- e. Show me with your camera: You operating the shower valve and letting water stream out of the showerhead.
- f. Turn off the hot-water faucet.



Conducting the RVI: Elevators

The inspector gives the proxy the following directions to inspect the elevator used to traverse to the tenant's unit:

- a. Show me with your camera: The elevator.
- b. Push the button to call the elevator.
- c. Show me with your camera: The elevator door and the cab.
- d. Show me with your camera that the cab floor is even with the floor.



Conducting the RVI: Common Area Laundry Room

The inspector gives the proxy the following directions to inspect the common laundry room used by the tenant:

- a. Show me with your camera: The washer and dryer.
- b. Show me with your camera: The washer hookups.
- c. Show me with your camera: The dryer hookups.
- d. Show me with your camera: The dryer vent hose or vent pipe.
- e. Show me with your camera: The laundry tub and hookups.



Conducting the RVI: Site and Neighborhood

- Dilapidated garage or shed with potential for structural collapse.
- Evidence of flooding or major drainage problems.
- Evidence of mud slides or large land settlement or collapse.
- Proximity to open sewage.
- Unprotected heights (cliffs, quarries, mines, sandpits).
- Fire hazards.
- Abnormal air pollution or smoke.
- Continuous or excessive vibration of vehicular traffic.
- LBP



Conducting the RVI: Site and Neighborhood (continued)

- Fences and gates
- Grounds
- Mailboxes and project signs
- Litter and graffiti
- Parking lots/driveways/roads
- Play areas and equipment
- Refuse disposal
- Retaining walls
- Storm drainage
- Walkways/steps
- LBP



Conducting the RVI: Site and Neighborhood (continued)

The inspector gives the proxy the following directions to inspect the site and neighborhood:

- a. Slowly walk around the property.
- b. Show me with your camera: The refuse disposal facilities.
- c. Show me with your camera: The parking lot, driveways, and roads.



Conducting the RVI: Site and Neighborhood (continued)

The inspector gives the proxy the following directions to inspect the site and neighborhood:

- a. Show me with your camera: The sidewalks, walkways, stoops, and patios.
- b. Show me with your camera: The fences and gates.
- c. Show me with your camera: The vegetation on or near the building.



Conducting the RVI: Site and Neighborhood (continued)

The inspector gives the proxy the following directions to inspect the site and neighborhood:

- a. Show me with your camera:
The mailboxes and project signs.
- b. Show me with your camera:
Play areas and equipment.
- c. Show me with your camera:
The retaining walls.



Conducting the RVI: Site and Neighborhood (continued)

The inspector gives the proxy the following directions to inspect the site and neighborhood:

- a. Show me with your camera: The storm drainage.
- b. Show me with your camera: Other buildings on or near the property.
- c. Show me with your camera: Any deteriorated paint.



RVI Results

Using HUD Forms 52580-a or 52580 or a data collection device (DCD), the remote inspector will determine the results as one of the following:

Pass

- No deficiencies.

Fail

- Non-life-threatening deficiencies are present (e.g., missing discharge pipe on water heater TPR valve).
- Life-threatening deficiencies are present (e.g., exposed main electrical wires).

Pass With Comment

- Some deficiencies but none are life-threatening.

Inconclusive

- For example, appliances are present, but utilities are shut off on initial inspection.

RVI Results (continued)

- The inspection results will be available immediately.
- The inspector will send the unit's results (i.e., Pass, Pass With Comment, Fail, or Inconclusive) to the proxy via email.
- If the inspection receives a Fail status, the inspector will inform the proxy of what needs to be corrected to receive a Pass status.
- If the proxy wants a same-day reinspection, the proxy tells the inspector during the call. The inspector will inform the proxy of available times.
- If the proxy wants a reinspection at a later date, they must call the public housing authority's Housing Quality Standards (HQS) office to schedule the reinspection.
- The proxy restores their preferred settings on their phone after the inspection and call are completed.

Conducting the RVI: Additional HQS Inspection Modules

- **Unit Interior Rooms:** Living Room, Kitchen, and Bathroom.
- **Unit Interior Rooms:** Bedrooms, Other Rooms Used for Living, All Secondary Rooms.
- Electric, Plumbing, Heating, Ventilation and Air Conditioning (HVAC) and Building Exterior.



Thank You
for Watching!

