

Alternative Remote Video Inspection SOP: Bedrooms, Other Interior Rooms, and Unfinished Areas

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 bedrooms, other interior rooms, and unfinished areas 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.

Bedrooms

1. Enter the bedroom and give me the name and location of the bedroom (e.g., right front bedroom, first floor).
2. Now, slowly moving to your right, show me with your camera: The walls.
3. Show me with your camera: You opening, closing, and locking the windows.
4. Show me with your camera: You opening, closing, and latching/locking the bedroom door.

5. Show me with your camera: You operating the closet door.
6. Show me with your camera: You testing the wall outlets.
7. Show me with your camera: You operating the light switches and fixtures.
8. Show me with your camera: The ceiling.
9. Show me with your camera: The floor.
10. Show me with your camera: The heat source.
11. Show me with your camera: Any infestation.
12. Show me with your camera: Any garbage and debris.
13. Show me with your camera: Any deteriorated paint.
14. Show me with your camera: You testing the smoke detector and the CO detector.
15. Show me with your camera: You operating the call-for-aid alarm and the length of the pull cord.

Other Interior Rooms

1. Enter the interior room and state the name and location of the room.
2. Now slowly moving to your right show me with your camera: The walls.
3. Show me with your camera: You opening, closing, and locking the windows.
4. Show me with your camera: You opening, closing, latching/locking other room doors.
5. Show me with your camera: You operating the closet doors.
6. Show me with your camera: You testing the wall outlets.
7. Show me with your camera: You operating the light switches and fixtures.
8. Show me with your camera: The ceiling.
9. Show me with your camera: The floor.
10. Show me with your camera: The heat source.
11. Show me with your camera: Any infestation.
12. Show me with your camera: Any garbage and debris.
13. Show me with your camera: Any deteriorated paint.
14. Show me with your camera: You testing the smoke detector and the CO detector.
15. Show me with your camera: You operating the call-for-aid alarm and the length of the pull cord.

Unfinished Areas Not Used for Living (e.g., unfinished walkup attic, unfinished basement).

1. Enter the area and state the name and location of the unfinished room not used for living.
2. Now, while slowly moving to your right, show me with your camera: The walls.
3. Show me with your camera: You operating the windows.
4. Show me with your camera: You operating the room doors.
5. Show me with your camera: You operating the closet doors.
6. Show me with your camera: You testing the wall outlets.
7. Show me with your camera: You operating the light switches and fixtures.
8. Show me with your camera: The ceiling.
9. Show me with your camera: The floor.
10. Show me with your camera: The heat source.
11. Show me with your camera: Any infestation.
12. Show me with your camera: Any garbage and debris.
13. Show me with your camera: Any deteriorated paint.
14. Show me with your camera: You testing the smoke detector and the CO detector.