

# Housing Choice Voucher Program Housing Quality Standards

## Remote Video Inspection SOPs: Bedroom (Code 1), Other Rooms (Codes 2–6), and Secondary Rooms Not Used for Living

This is the standard operating procedure (SOP) for conducting a Housing Quality Standards (HQS) inspection of bedrooms (code 1), other rooms (codes 2 through 6) and secondary rooms not used for living 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.

### Bedroom (Code 1)

1. Enter the bedroom or code 1 room and state the name and location of the room.
2. Now, while moving slowly 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 Rooms (Codes 2–6)

1. Enter the room (codes 2 through 6) and state the name and location of the room.
2. Now, while 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 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.

## Secondary Rooms Not Used for Living

1. Enter the secondary room not used for living and state the name and location of the area.
2. Now, while moving slowly 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.

## Common Area Laundry Room

1. Show me with your camera: The washer and dryer.
2. Show me with your camera: The washer hookups.
3. Show me with your camera: The dryer hookups.
4. Show me with your camera: The dryer vent hose or vent pipe.