

Housing Choice Voucher Program Housing Quality Standards

Remote Video Inspection SOPs: Living Room, Kitchen, and Bathroom

This is the standard operating procedure (SOP) for conducting a Housing Quality Standards (HQS) inspection of living rooms, kitchens, and bathrooms 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.

Living Room

1. Enter the living room and close and lock the unit's entry door. Then step back from the door and point the camera at the closed door.
2. Now, turn around. With your back against the entry door, move slowly to your right and 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 other entry doors/ closet doors.
5. Show me with your camera: You testing the wall outlets.
6. Show me with your camera: You operating the light switches and fixtures.
7. Show me with your camera: The ceiling.
8. Show me with your camera: The floor.
9. Show me with your camera: The heat source.
10. Show me with your camera: Any infestation.
11. Show me with your camera: Any garbage and debris.
12. Show me with your camera: Any deteriorated paint.

Unit and Common Area (CA) Kitchens

1. Enter the kitchen area. While slowly moving to your right, show me with your camera: The walls.
2. Show me with your camera: You opening, closing, and latching/locking entry doors.
3. Show me with your camera: You opening, closing, and latching pantry doors.
4. Show me with your camera: You testing the wall outlets.
5. Show me with your camera: You operating the light switches and fixtures.
6. Show me with your camera: The ceiling.
7. Show me with your camera: The floor.
8. Show me with your camera: The heat source.
9. Show me with your camera: Any infestation.
10. Show me with your camera: Any garbage and debris.
11. Show me with your camera: Any deteriorated paint.

Kitchen Sink Area (Units and CAs)

1. Now, slowly move to the kitchen sink and show me with your camera: The sink bowl, basket strainer, and spray hose.
2. Show me with your camera: You operating the cold-water faucet.
3. Show me with your camera: You operating the garbage disposal.
4. Show me with your camera: You turning on the hot-water faucet and letting steam appear, or show me a thermometer reading 100 degrees F or hotter.
5. Show me with your camera: You turning off the hot-water faucet.
6. Show me with your camera: The area under the kitchen sink.

Dishwasher (Units and CAs)

1. Now, show me with your camera: The dishwasher.
2. Open the door and show me with your camera: The door gasket.
3. Show me with your camera: The dish rack.
4. Show me with your camera: The bottom spray arm and the heating element.
5. Close the door and operate the dishwasher in the short cycle.
6. After the short cycle ends, open the door and show me with your camera: The bottom spray area again.
7. Close and latch the dishwasher door.

Refrigerator (Units and CAs)

1. Now, slowly move to the refrigerator and show me with your camera: You opening the freezer compartment.
2. Show me with your camera: The freezer food door seal.
3. Show me with your camera: Ice in the ice cube tray.
4. Show me with your camera: The fresh food door seal.
5. Show me with your camera: Tell me whether the fresh food compartment is cold, or show me a thermometer reading at least 38 degrees F.

Range/Range Hood Exhaust (Units and CAs)

1. Now, slowly move to the range. If it is a gas range, tell me whether you **smell gas**.
2. Show me with your camera: You turning on and off the burners. If it is a gas range, show me the lit gas burners. If it is an electric range, show me red-hot burner rings.
3. Open the oven door and show me with your camera: The over door gasket.
4. Turn on the bake function and show me with your camera: The gas flames or the red-hot element glow. Then turn off the bake function.

5. Turn on the broil function and show me with your camera: The gas flames or the red-hot element glow. Then turn off the broil function.
6. Turn on the range hood exhaust fan and light. Show me with your camera: The light is on, and let me hear that the exhaust fan is running. Then turn off the fan and light.

Microwave Oven (Units and CAs)

1. Now, show me with your camera: The microwave oven.
2. Open the door and place a cup of water in the microwave oven.
3. Close the door. With your camera, let me hear: The child safety door latch.
4. Turn on the microwave oven for 60 seconds.
5. Show me with your camera: Boiling water in the cup or steam coming off the cup.
6. Close the microwave oven door.

Bathroom (Units and CA Bathrooms)

1. Enter the bathroom and give me the name and location of the bathroom.
2. Slowly moving to your right, show me with your camera: The walls.
3. Show me with your camera: The tub walls
4. Show me with your camera: You opening, closing, and locking the windows.
5. Show me with your camera: You closing, latching, and locking the bathroom door.
6. Show me with your camera: You operating the linen closet doors.
7. Show me with your camera: You testing the wall outlets with your GFCI tester.
8. Show me with your camera: You operating the light switches, fixtures, and exhaust fan.
9. Show me with your camera: The ceiling.
10. Show me with your camera: The floor
11. Show me with your camera: Floor movement around the toilet and by the tub.
12. Show me with your camera: The heat source.
13. Show me with your camera: Any infestation.
14. Show me with your camera: Any deteriorated paint.
15. Show me with your camera: You operating the call-for-aid system and the length of the pull cord.

Bathroom Sink (Units and CAs)

1. Now, slowly move to the bathroom sink and show me with your camera: You operating the sink stopper.
2. Show me with your camera: The bathroom sink countertops.
3. Show me with your camera: You opening and closing the cabinet doors and drawers.
4. Show me with your camera: You opening and closing the medicine cabinet doors.
5. Show me with your camera: You operating the cold-water faucet.
6. Show me with your camera: You turning on the hot-water faucet and letting steam appear, or show me a thermometer reading 100 degrees F or hotter.
7. Show me with your camera: You turning off the hot-water faucet.
8. Show me with your camera: The area under the bathroom sink.

Bathroom Toilet (Units and CAs)

1. Now, slowly move to the toilet and show me with your camera: The bowl, tank, lid, and seat.
2. Lift the seat and show me with your camera: You flushing the toilet and the water going down.
3. Show me with your camera: The area around the toilet.
4. Show me with your camera: The water shut off valve.
5. With the side of your leg, gently put pressure on the side of the bowl. Show me with your camera: Any movement of the toilet.

Bathroom Tub/Shower (Units and CAs)

1. Now, slowly move to the tub/shower and show me with your camera: You operating the tub drain stopper.
2. Show me with your camera: The tub/shower hardware.
3. Show me with your camera: You operating the cold-water faucet.
4. Show me with your camera: You turning on the hot-water faucet and letting steam appear, or show me a thermometer reading 100 degrees F or hotter.
5. Show me with your camera: You operating the shower valve and letting water stream out of the shower head.
6. Turn off the hot- and cold-water faucets.