

# HCV-HQS Remote Video Inspection: Best Practices

Unit Interior Rooms: Living Room, Kitchen, Bathroom



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# Conducting the Remote Video Inspection (RVI): Unit Inspection

The unit is a group of rooms located within a structure forming a single habitable space with facilities used by the tenant for living, sleeping, cooking, and eat purposes. According to Housing Quality Standards (HQS) protocol, the inspectable area includes:

- Living room
- Kitchen
- Bathroom
- Bedrooms
- Other rooms
- Secondary rooms
- Building exterior
- Plumbing and heating
- General health and safety

# Introduction: Learning Outcomes

- **Topic:** Unit Interior Rooms – Living Room, Kitchen, and Bathroom
- **Learning outcomes cover the following:**
  - Inspectable items in the Living Room.
  - RVI protocol to inspect each inspectable item in the Living Room.
  - Inspectable items in the Kitchen.
  - RVI protocol to inspect each inspectable item in the Kitchen.
  - Inspectable items in the Bathroom.
  - RVI protocol to inspect each inspectable item in the Bathroom.

# Conducting the RVI: Living Room

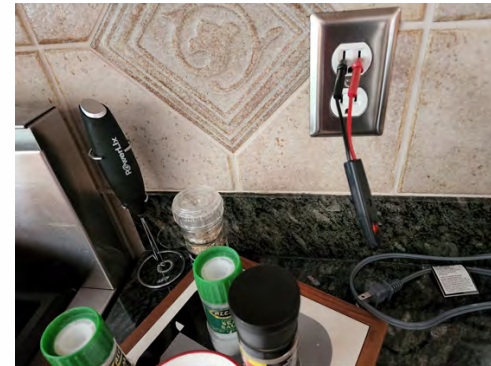
- Living room present
- Electricity
- Electrical hazards
- Security
- Window condition
- Ceiling condition
- Wall condition
- Floor condition
- Lead-based paint (LBP)



# Conducting the RVI: Living Room Script

The inspector gives the proxy the following directions to inspect the living room:

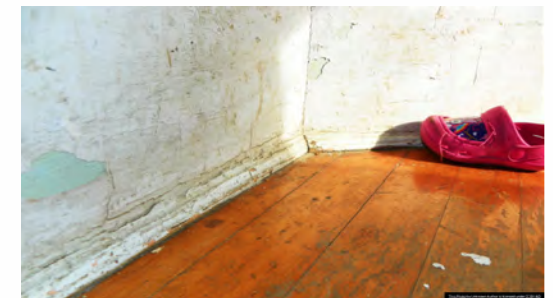
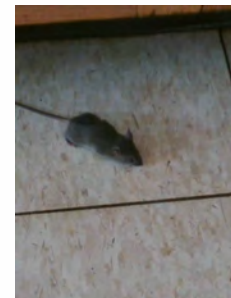
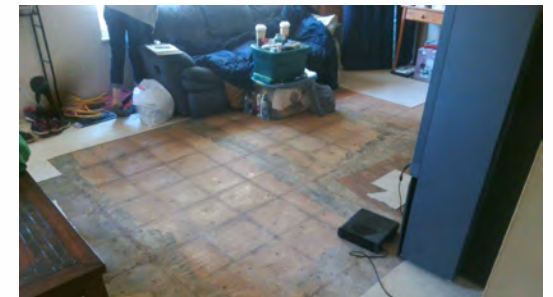
- a. Enter the living room, close and lock the unit entry door. Step back from the door and point the camera at the closed door.
- b. Now moving slowly to your right, point the camera at the walls.
- c. Show me with your camera: You operating the windows.
- d. Show me with your camera: You operating other entry doors/closet doors.
- e. Show me with your camera: You testing the outlets with the two-prong tester or ground-fault circuit interrupter (GFCI) tester
- f. Show me with your camera: You operating the light switches and fixtures.



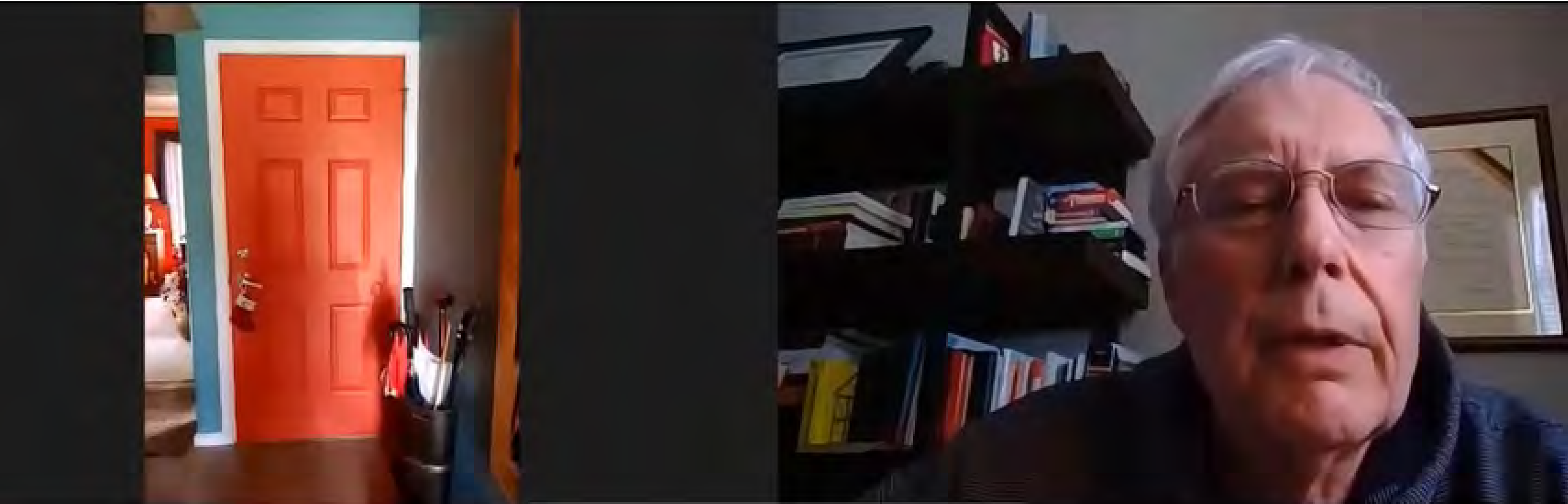
# Conducting the RVI: Living Room Script (continued)

**The inspector gives the proxy the following directions to inspect the living room:**

- a. Show me with your camera: The ceiling.
- b. Show me with your camera: The floor.
- c. Show me with your camera: The living room heat source.
- d. Show me with your camera: Any infestation.
- e. Show me with your camera: Any garbage and debris.
- f. Show me with your camera: Any deteriorated paint.



# Video Clip: Living Room Inspection



Very good.

# Conducting the RVI: 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: Kitchen Script

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

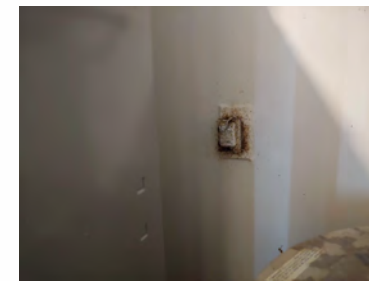
- a. Enter the kitchen area and, slowly moving to your right, show me with your camera: The walls.
- b. Show me with your camera: You operating the windows.
- c. Show me with your camera: You operating, latching, and locking entry doors.
- d. Show me with your camera: You operating closet doors.
- e. Show me with your camera: You test the outlets with the GFCI circuit tester or two-prong tester.
- f. Show me with your camera: You operating the light switches and fixtures.



# Conducting the RVI: Kitchen Script (continued)

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

- 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 deteriorated paint.



# Conducting the RVI: Kitchen Sink Area Script

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

- a. 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. Turn off the hot-water faucet.
- f. Show me with your camera: The area under the kitchen sink.
- g. Show me with your camera: The bottom of the garbage disposal.



# Conducting the RVI: Kitchen Dishwasher Script

The inspector gives the proxy the following directions to inspect the kitchen dishwasher:

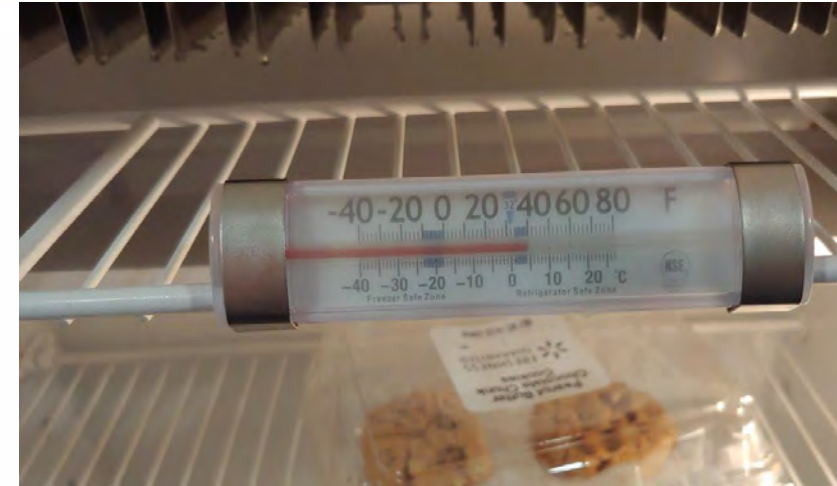
- a. Show me with your camera: The dishwasher.
- b. Open the door and show me with your camera: The door gasket.
- c. Show me with your camera: The dish racks.
- d. Show me with your camera: The bottom spray arm and heating element.
- e. Close the door and operate the dishwasher in the short cycle.
- f. After 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: Kitchen Refrigerator Script

The inspector gives the proxy the following directions to inspect the kitchen refrigerator:

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



# Conducting the RVI: Kitchen Range Area Script

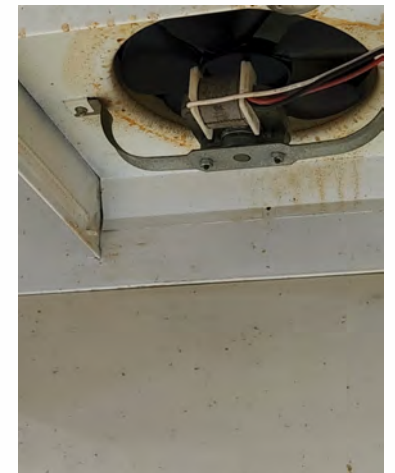
The inspector gives the proxy the following directions to inspect the kitchen range and range hood exhaust:

- a. Now, slowly move to the range. Show me with your camera: You turning on and off all the burners.
  - For gas range: Show me with your camera the lit gas burners. Turn off burners and tell me if you smell gas.
  - For electric range: Show me with your camera the red-hot burner rings glows. Turn off burners.
- b. Open the oven door and show me with your camera: The oven door gasket.

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

The inspector gives the proxy the following directions to inspect the kitchen range and range hood exhaust:

- a. Turn on the bake function and show me with your camera the gas flames or red-hot electric bake burner glow. 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 glow. Turn off the broiler function.
- c. Turn on the range hood exhaust fan 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: Kitchen Microwave Oven Script

The inspector gives the proxy the following directions to inspect the microwave oven, if it is substituted for the range:

- 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. 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.





# Video Clip: Kitchen Inspection



# Conducting the RVI: Bathroom

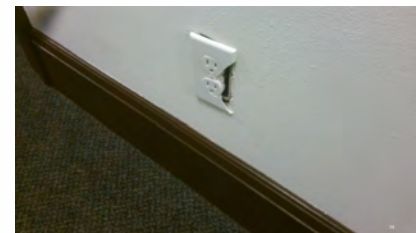
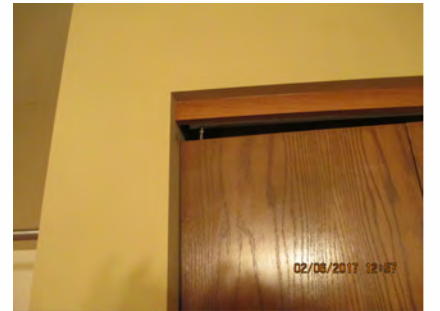
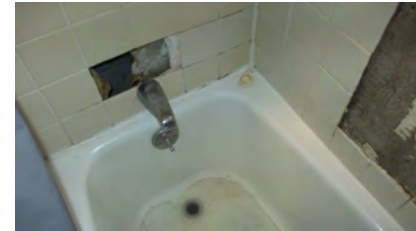
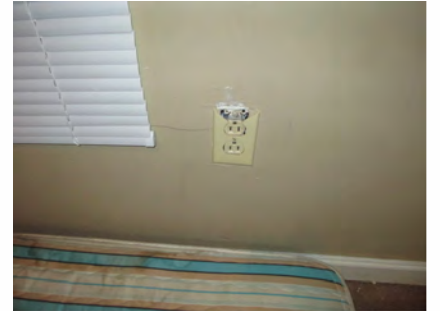
- Bathroom present
- Electricity
- Electrical hazards
- Security
- Window condition
- Ceiling condition
- Wall condition
- Floor condition
- LBP
- Flush toilet in enclosed room in unit
- Fixed sink in unit
- Tub or shower
- Ventilation



# Conducting the RVI: Bathroom Area Script

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

- a. Enter the bathroom and give me the name, (e.g., 1/2 bath, full bath) and location of the bathroom, (e.g., 1st floor).
- 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 closet doors.
- g. Show me with your camera: You testing the outlets with the GFCI tester or two-prong tester.
- h. Show me with your camera: You operating the light switches, fixtures, and fan.



# Conducting the RVI: Bathroom Area Script (continued)

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

- a. Show me with your camera: The ceiling.
- b. 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.
- c. Show me with your camera: The heat source.
- d. Show me with your camera: Any infestation.
- e. Show me with your camera: Any deteriorated paint.
- f. Show me with your camera: You operating the call-for-aid and the length of the cord.



# Conducting the RVI: Bathroom Sink Script

The inspector gives the proxy the following directions to inspect the bathroom sink:

- a. 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: Bathroom Sink Script (continued)

The inspector gives the proxy the following directions to inspect the bathroom sink:

- 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: Bathroom Toilet Script

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

- a. 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 the side of your leg, gently put pressure on the side of the bowl. Show me with your camera: Any movement of the toilet.



# Conducting the RVI: Bathroom Tub/Shower Script

The inspector gives the proxy the following directions to inspect the bathroom tub/shower:

- a. 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 shower head.
- f. Now turn off the hot-water faucet.





# Video Clip: Bathroom Inspection



# 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:

<b>Pass</b> <ul style="list-style-type: none"><li>• No deficiencies.</li></ul>	<b>Fail</b> <ul style="list-style-type: none"><li>• 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).</li></ul>
<b>Pass With Comment</b> <ul style="list-style-type: none"><li>• Some deficiencies but none are life-threatening.</li></ul>	<b>Inconclusive</b> <ul style="list-style-type: none"><li>• For example, appliances are present, but utilities are shut off on initial inspection.</li></ul>

## 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 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:** Bedrooms, Other Rooms Used for Living, All Secondary Rooms.
- Electric, Plumbing, Heating, Ventilation and Air Conditioning (HVAC) and Building Exterior.
- **General Health and Safety:** Common Areas, Elevators, and Site and Neighborhood.



Thank You  
for Watching!

