

Housing Choice Voucher Program

Housing Quality Standards (HQS) Remote Video Inspections

I. Introduction to the Remote Video Inspection (RVI)

- A RVI is an approved method to conduct a housing quality standards (HQS) inspection using a mobile smart phone or tablet.
- The process involves an HQS inspector instructing a proxy inspector (usually the landlord or tenant) to conduct the inspection.
- A typical RVI takes approximately 30 to 45 minutes to complete depending on the size of the unit and if there are areas of concern observed.

II. What is needed:

- RVIs are an option for units that are in good standing and do not have a history of consecutive failing inspections.
- RVIs can be requested by the landlord and tenant in lieu of an in-person HQS inspection.
- What is required?
 - Technology; and
 - Preparation

III. Technology you will need:

- A reliable smart phone or a tablet with a functional camera with 4G connectivity.

Note: If Wi-Fi is not available cell data is an option. If you have limited cell data plan your service provider may charge you for data used during the RVI. You should have a strong internet connection. Slow or interrupted connections may necessitate an in-person HQS inspection.

- You must download one of the following apps prior to the scheduled RVI: You must successfully complete the download to your device before receiving the electronic invitation from the inspector for your RVI.

Microsoft Teams	Face Time
Zoom	Whats App
Skype	Google Duo

IV. The proxy must be able to physically do the following:

- Bend or crouch to access underneath counter spaces
- Lift windows to ensure they open and can stay open
- Move furniture (if applicable) and other obstacles to access electrical outlets
- Reach using a broomstick or other object to reach and test smoke detectors

V. RVI Steps:

The proxy must ensure the following requirements are followed:

- Must be at least 18 years old and must be able to provide an ID card, or with an adult to perform the RVI.

- Be on time.
- Remember to download the application prior to the RVI.
- Notify everyone at the home that an inspection is under way and they may be seen on camera.
- On the day of the scheduled RVI be prepared to receive the video call using the preferred remote video application.
- The LACDA Inspector will initiate the RVI call to the proxy at the time scheduled and will conduct the inspection remotely.
- Make sure the device being used during the inspection is fully charged at the scheduled RVI time.
- Turn off the smartphone or tablet notifications during the video call. This is an important step because notifications freeze the video call and will cause delays to the inspection or may require the inspection to be rescheduled.
- Be ready to accept a video call 30 minutes *before* and 30 minutes *after* the scheduled time. If the call is not answered, a “no entry” inspection result will be issued.
- If you have ear buds with an integrated microphone, use them. They will make it easier to communicate with the inspector. Background noise will make it difficult to communicate with your inspector during the video call.
- Set smartphone or tablet so that you have the small screen view of what the LACDA Inspector sees. The proxy will be instructed to switch to the outward (rear) facing camera.

VI. Conducting the Remote Video Inspection

- Come prepared with a few simple tools to make the job easier:
 - Have a broomstick or long rod to test smoke detectors;
 - Have a nightlight, phone charger or a circuit analyzer to test power outlets; and
 - Have a flashlight.
- Inspection is conducted in a counterclockwise method from unit main entrance door to determine the numbering of the unit location.
- Follow the oral instructions of the LACDA HQS Inspector.
- Walk the LACDA Inspector through the areas to be inspected (living room, kitchen, bathroom, all other rooms used for living, building exterior, common areas, garage, laundry room).
- The proxy will need to be able to access the hot water heater (individual or shared).

The required areas to be inspected, but not limited to the following:

- Confirming the Unit Address.
- Living Room/Sleeping Room (electricity, electrical outlets, wall, ceiling, and floor condition).
- Kitchen (electrical outlets, lighting, oven, range, refrigerator, attached sink, plumbing, wall, ceiling, and floor condition).
- Sanitary Facilities/Bathroom (electrical outlets, toilet, window or exhaust, shower or tub, sink, lighting, plumbing, wall, ceiling, and floor condition).
- All other rooms and hallways (electricity, electrical outlets, wall, ceiling and floor condition, window condition, smoke detectors, and carbon dioxide detectors).

- Building exterior (paint*, structural integrity, porch and/or balcony). *PIH Notice 2020-31
- If the unit was built before 1978, the inspector will inspect for lead-based paint. For a pre-1978 property, follow National and State LBPVA requirements for an HQS inspection.
- The proxy must complete the one-hour Lead-Based Paint Visual Assessment training prior to the inspection. To complete the training, select the link or type in the address in your search engine <https://bit.ly/3mqyb3V>.
- The proxy must send the completed training certificate to the Inspections Unit's email two (2) days prior to the scheduled RVI.
- Verify that the proxy completed the Lead-Based Paint Visual Assessment training course.
- Exterior: Examine all sides of the structure, including but not limited to fences and outbuildings. Visually examine paint conditions of all siding, trim, windows, porches, steps, columns, and any other painted areas.
- Interior: Review each room separately and visually examine paint conditions of walls, ceilings, steps, floors, doors, door frames, and windows, including window troughs.
- For deteriorated paint (including cracked, chipped or otherwise damaged paint), document the amount of deterioration, indicating whether the scale is greater or less than the HUD de minimis amounts (24 CFR 35.1350(d)).

VII. The Housing Quality Standards Proxy Self-Inspection Checklist is intended to help you prepare for the remote video inspection.

See the attached HQS Proxy Self-Inspection Checklist to use as a guide during the RVI.

For a complete list of HQS guidelines review Chapter 10 of the Administrative Plan located at <https://wwwb.lacda.org/about-us/public-housing-administration>.

VIII. Remote Video Inspection Results

- The LACDA Inspector will inform the proxy at the end of the video call if the RVI has passed or failed.
- If you have an online Owner or Tenant Portal account, inspection results will be available to view on LACDA Owner or Tenant Portal located at <https://haportal.lacda.org/Login.aspx>.
- In the event the inspection fails, the LACDA Inspections unit will reschedule a re-inspection. For owner-related deficiencies, the owner may be given the option to provide pictures and/or a self-certification form certifying all deficiencies have been corrected.

For information you may contact the Inspections Unit.

Alhambra Inspections Unit
 (626) 554-6886
Inspections.Unit@lacda.org

Antelope Valley Inspections Unit
 (661) 575-1518
AVInspections.Unit@lacda.org