

1. RVI Description

- a. A Remote Video Inspection (RVI) is an alternative to an on-site regular inspection (Housing Quality Standards) performed remotely with a “proxy” inspector in the unit, i.e. landlord, property manager, Section 8 participant family, with the Housing Authority HQS inspector remotely directing the inspection from the office.
- b. The Housing Authority is able to visually inspect the unit using technology, such as video streaming, to ensure the unit meets HQS (Section 8) as required by HUD regulation.
- c. An RVI is available for all inspection types: initial, annual/biennial, complaint, reinspection, health and safety.

2. Participant/Landlord Responsibilities

- a. 4G wireless service is required. You need to ensure that your inspection location (assisted unit) has 4G connectivity. *Note:* If no Wi-Fi is available cell data is an option. If you have a limited cell data plan your service provider may charge you for data used during the RVI Inspection.
- b. A smartphone or tablet with 4G connectivity. 3G connectivity may not provide the speed and clarity required to complete the RVI Inspection.
- c. Install your preferred application (GoToMeeting, Zoom, or Whatsapp) on your smart phone or tablet. You must successfully complete the download to your device **before** receiving the electronic invitation from the inspector for your RVI Inspection.
- d. A smartphone with camera. *Note:* Older mobile devices or mobile devices with older operating systems and lower resolution cameras may not work properly with the RVI program.
- e. Email address or phone number to receive RVI notification of deficiencies or to reschedule RVI inspection. To create an email account, there are many services that offer free e-mail accounts, go to gmail.com or yahoo.com or get help at your local library. You can access these sites through any smartphone, mobile device or computer with Internet access.
- f. The “proxy” inspector will follow the instructions of the HACLA Inspector.

3. RVI steps (prepare, conduct inspection, results)

- a. Contact our office by email at S8.Inspections@HACLA.org or phone (213) 252-8705 to select the preferred RVI platform, update your phone number and provide the Inspection Department with an email address to receive RVI notification of deficiencies.
- b. On the day of your scheduled RVI prepare to receive RVI video call using your preferred RVI platform
 - i. Must be at least 18 years old or with an adult to perform the RVI Inspection.
 - ii. Make sure the device being used during the inspection is fully charged at the scheduled RVI Inspection time.

- iii. Remember to download the application **PRIOR** to your RVI Inspection.
 - iv. Be ready to accept a video call at the scheduled time and respond to requests from the HACLA Inspector. If you do not answer this call, a NO ENTRY inspection result will be issued.
 - v. 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 could require the inspection to be rescheduled.
 - vi. Clean your device lens and screens for maximum clarity.
 - vii. 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.
 - viii. The HACLA Inspector will initiate the RVI Inspection call to you at the time scheduled and will conduct the inspection remotely.
 - ix. Set smartphone or tablet so that you have the small screen view of what the HACLA Inspector sees.
 - x. Ensure that all necessary tools are readily available, if needed, for example:
 - 1. Tape measure (or equivalent device),
 - 2. Flashlight (or equivalent device),
 - 3. Step ladder or telescoping stick (to test smoke and carbon monoxide detectors,
 - 4. Testing equipment.
 - 5. Circuit analyzer
- c. Conduct RVI
- i. The HACLA Inspector may call as much as 15 minutes before or 15 minutes after the agreed upon inspection time.
 - ii. You will be instructed to switch to your outward (rear) facing camera.
 - iii. Begin the inspection at street view looking at structure. The address number must be visible in the video view so the inspector can verify the location.
 - iv. Follow the directions of the HACLA Inspector.
 - v. Inspection is conducted in a counter-clock wise method from unit main entrance door to determine the numbering of the bedroom location.
 - vi. Walk HACLA Inspector thru the areas to be inspected (living room, kitchen, bathroom, all other rooms used for living, building exterior, common areas, garage, laundry room).
- d. RVI Results
- i. The HACLA Inspector will inform you at the end of the video call if the inspection has passed or failed.
 - ii. If you have an active account, the day following the inspection, inspection results will be available for you to view on HACLA's Landlord Portal (<https://owners.hacla.org/View/Security/Login.aspx>).

- iii. In the event an inspection fails, the Housing Authority will schedule a re-inspection. For Section 8, your inspector may provide the option for you to send a correction video or photos to S8.Inspections@HACLA.org

- 4. Section 8: Housing Quality Standards Checklist.** The required areas to be inspected include, but are not limited to:
- a. Living room (electricity, electrical hazards, security, window condition, ceiling condition, wall condition, floor condition)
 - b. Kitchen (electricity, electrical hazards, security, window condition, ceiling condition, wall condition, floor condition, stove or range, refrigerator, sink, space for food),
 - c. Bathroom (electricity, electrical hazards, security, window condition, ceiling condition, wall condition, floor condition, flush toilet in enclosed room in unit, fixed wash basin or lavatory in unit, tub or shower in unit, ventilation),
 - d. All other rooms used for living and halls (electricity, electrical hazards, security, window condition, ceiling condition, wall condition, floor condition, smoke detectors),
 - e. All secondary rooms not used for living,
 - f. Heating and plumbing (Basement or utility room)
 - g. Building exterior (outside: stairs, rails, porches), and
 - h. General health and safety (access to unit, exits, evidence of infestation, garbage and debris, refuse disposal, elevators).

This HQS Checklist is intended to help you prepare for the RVI inspection.

For a complete list of Section 8 Inspection standards, please access <https://www.hud.gov/sites/dfiles/OCHCO/documents/52580A.PDF> and Section 8 Administrative Plan, Chapter 11, Section 11.11, Inspection Standards <http://www.hacla.org/publicdocs>

5. Additional Guidelines

- a. Reliable wireless data service (internet via phone/device provider) or reliable Wi-Fi connection (preferred).
 - i. If the video connection is insufficient, the HACLA inspector may record the inspection result as not-ready or failed as applicable, and schedule an in-person inspection.
 - ii. If the connection is lost during the inspection, the inspector will attempt to re-establish connection for up to five minutes after the initial loss of connection. If connection cannot be re-established the inspection result will be failed.
- b. If you choose to take an outside call before the inspection is complete, then the inspection may be listed as fail or no-entry as applicable and you will have to set up another appointment for re-inspection.

- c. If an RVI is not possible due to inadequate lighting at the assisted unit, the Housing Authority will schedule an on-site inspection.
- d. By agreeing to use this service, you assume all risk related to it, including risks posed by obstacles or trip hazards on your property. **So please be safe; before your inspection please review the route you will follow during the inspection to remove any hazards or obstacles.**
- e. The “proxy” inspector (resident/participant/landlord) will not record the RVI stream.