



# What to Expect When NOHA Inspects

An introduction to NOHA's in-person Housing Quality Standards (HQS) Inspection Process

# What is HQS?

- ▶ HQS stands for Housing Quality Standards
  - ▶ This means we are looking to make sure currently assisted and soon-to-be assisted units are safe and healthy places to live
  - ▶ HUD sets the criteria for HQS

# Why do you do in-person inspections?

- ▶ HUD requires that NOHA inspect ALL assisted units
  - ▶ Prior to move in for new units/lease-ups
  - ▶ At least every two years (biennial)
  - ▶ For quality assurance
  - ▶ When complaints are not resolved
- ▶ In 2020, HUD temporarily waived the in-person inspection requirement and allowed self-certifications due to Covid-19; that waiver is now expired

# How can I prepare for my inspection?

## ▶ 2 weeks prior to inspection day:

- ▶ If anything is broken, call your landlord to make repairs BEFORE the inspection
- ▶ Test your smoke detector(s) & carbon monoxide detector(s)
- ▶ Clear & Clean inspection access points (under sinks, behind doors, in front of closets)
- ▶ Make sure windows and outlets are accessible
- ▶ Flush ALL toilets and run ALL faucets- look for leaks and clogs
- ▶ Try all light switches- replace bulbs if necessary
- ▶ Check appliances to make sure they are in working order
- ▶ Clean and remove debris from yard and common areas

## ▶ 1 Day prior to inspection day

- ▶ Vacuum and sweep floors
- ▶ Clean and disinfect the kitchen and bathrooms, including countertops, appliances, sinks, toilets, and tubs
- ▶ Check ALL access points to make sure they are still clean and clear
- ▶ Make sure windows and outlets are still accessible
- ▶ De-clutter and remove tripping hazards
- ▶ Clean up after pets
- ▶ Empty the trash

# How can I prepare for my inspection?

- ▶ **The Day of the Inspection**
- ▶ An adult must be present during the inspection
- ▶ Walk through the house/apartment/unit to make sure everything is in order
- ▶ Safely secure any pets

# What can I expect when NOHA is inspecting?

- ▶ You will receive advance notice by mail
  - ▶ Make note of your inspection date and range of time (AM or PM) when the inspector plans to arrive
- ▶ An adult must be present during the inspection
- ▶ Our inspectors will adhere to current CDC guidelines regarding Covid-19
  - ▶ They may ask initial screening questions including if anyone is presently sick, running a fever, etc.
  - ▶ The inspector will decide based on the screening questions answers if they can proceed or if they need to reschedule
- ▶ If they can proceed with the inspection, they will check the unit for life-threatening hazards and health and safety items

# What can cause the inspection to fail?

- ▶ Life-Threatening Items:
  - ▶ Non-functioning Smoke Detectors
  - ▶ Waterlogged ceiling in imminent danger of falling
  - ▶ Flooding caused by leaky plumbing or natural flooding
  - ▶ Natural gas leaks or fumes or Red-Tagged Heating or W/Heating systems
  - ▶ Electrical problem that could result in electrical shock or fire
  - ▶ No heat with outside temperature below 32° F. and temperature inside unit is below 60° F.
  - ▶ Utilities (gas and electricity) not in service
  - ▶ No running water
  - ▶ Obstacle(s) which prevents tenant's safe entrance or exit to unit
  - ▶ Lack of functioning toilet, if only one available in unit
  - ▶ Any condition that jeopardizes the security of the unit
- ▶ Report any of these conditions to your landlord immediately
- ▶ If any of these items fail during an inspection, they must be mitigated within *24 hours*

# What can cause the inspection to fail?

- ▶ Non Life-Threatening Items (some common items listed below\*)
  - ▶ Health and safety
  - ▶ Tripping hazards like loose flooring
  - ▶ Chipping, peeling paint (interior and exterior)
  - ▶ Cracked or missing outlet and light covers
  - ▶ Cracked/broken windows
  - ▶ Evidence of infestation (bedbugs, roaches, rodents, etc)
  - ▶ Dripping/leaking faucets/plumbing
  - ▶ Holes in doors/walls
- ▶ Report any of these conditions to your landlord
- ▶ If any of these items fail during an inspection, they must be mitigated within 21-30 days
- ▶ \*For a full list, please see the [Self Inspection Checklist](#) on NOHA's website



# What happens if the inspection fails?

- ▶ If any items do not meet HQS, the unit will fail the inspection
- ▶ ALL failed items must be repaired within the timeframes stated in the written notice you and the landlord will receive after the inspection
- ▶ If failed items are not repaired timely and/or landlord/tenant does not notify NOHA that the repairs were made
  - ▶ If failed items are attributed to the landlord:
    - ▶ HAP payments may be abated (NOHA will not pay the landlord our portion of your rent)
    - ▶ The HAP contract may be terminated
    - ▶ Tenant will be issued a voucher to move
  - ▶ If failed items are attributed to the tenant and not repaired, tenant may no longer participate on the program

# What if I need to reschedule my inspection?

- ▶ NOHA must be able to inspect your unit, so please make arrangements so the inspection can be completed as scheduled
- ▶ Landlords may not request reschedules of biennial, complaint and QC inspections
- ▶ If an emergency arises and you need to change your inspection to a different day:
  - ▶ Email [inspections@nwoha.org](mailto:inspections@nwoha.org) and request to reschedule, include Reschedule Request in the subject line of your email
  - ▶ Or, call NOHA at (503)861-0119 and request to reschedule
- ▶ *Only one* reschedule is allowed per inspection cycle
- ▶ If you need to change your inspection to a different time:
  - ▶ Our inspectors will try to accommodate whenever possible HOWEVER, it is dependent upon their inspection schedule for the day and they may not have the flexibility to change your time slot

# What if no one is home for my inspection?

- ▶ If the inspector arrives to inspect your unit and no one is home, this will be considered a “no-show”
- ▶ Our inspector will leave a door tag to notify that they showed up to perform the inspection
- ▶ If there is a second no-show, you may face termination from the program
- ▶ It is extremely important that you reach out by phone or email to notify us if you anticipate not being home for your scheduled inspection PRIOR to your inspection day
  - ▶ Phone: (503)861-0119, leave a voicemail if you don't reach the operator
  - ▶ Email: [inspections@nwoha.org](mailto:inspections@nwoha.org), Reschedule Request in the subject line

# When will I know if I passed my inspection?

- ▶ The inspector will provide an electronic copy of the inspection report within two business days of the inspection if we have an email address on file
- ▶ Written notice of failed inspections will be mailed and/or available on-line via tenant and landlord portals accessible from NOHA's website [www.nwoha.org](http://www.nwoha.org)
  - ▶ Notice will include the timeframes by which failed items must be repaired
- ▶ Notice of passed inspections are not mailed

# Reinspection?!?

- ▶ If there are failed items found during the HQS inspection, they must be repaired within the required timeframes
  - ▶ Life threatening issues- Must be reinspected or certified as resolved within 24 hrs
    - ▶ Examples: turned off utilities, non-working smoke detectors, etc.
  - ▶ Non-life threatening issues- Must be reinspected or certified as resolved within 21-30 days
    - ▶ Examples: leaky faucets fixed, wobbly toilet secured, holes in walls patched, etc
- ▶ The Notice of Failed Inspection will include a Self-Certification form; both the tenant and landlord must verify that repairs have been made
  - ▶ The signed form must be received at NOHA on/before the deadline in the notice
- ▶ In some cases, NOHA may not allow a self-certification and will schedule an in-person re-inspection
- ▶ NOHA will also conduct random quality control inspections to confirm that certified repairs have been satisfactorily completed

Congratulations!  
You now know  
what to expect  
when we're  
inspecting.

