

Inspections Division

Inspections Division of the Leased Housing Department of the Raleigh Housing Authority (RHA) currently consists of an Inspections Supervisor, two (2) Lead Housing Inspectors and three (3) Housing Inspectors. This Division provides Housing Choice Voucher (HCV)/Section 8 owners, their representatives, program participants/tenants, and the RHA staff with guidance in enforcing Housing Quality Standards (HQS) and accountability. The following inspection types are performed by this Division:

- **Initial / New Inspection** – An inspection conducted to determine that a unit meets all Housing Quality Standards (HQS) as required by HUD and Raleigh Housing Authority and assure that rent is reasonable. This inspection is conducted after the unit has been selected and approved for participation in the HCV program and must have passed inspection prior to the execution of the Housing Assistance Payment (HAP) Contract.
- **Annual / Renewal Inspection** – An inspection required by HUD to be conducted prior to 12 months from date of last inspection, consistent with annual anniversary of HAP contract on all units currently subsidized under HCV program.
- **Complaint / Special Inspection** – An inspection conducted where one or both parties are accused of failure to carry out his/her responsibilities. Requested in writing by the tenant, owner, their representative, HCV participant, agency, or third party.
- **Quality Control Inspection** – An inspection normally conducted by Supervisor or a Lead Inspector to determine that most recent performed inspection adhered to all Housing Quality Standards. HUD requires this inspection be performed on a percentage of the Agency's portfolio encompassing a cross-section of ZIP codes where units have recently passed inspection.

Inspections Division hours of operation are Monday – Friday, 8:30 am – 5:00 pm.

Raleigh Housing Authority Housing Choice Voucher Inspection Policy

Statement of Policies and Objectives:

Housing Choice Voucher (HCV)/Section 8 Inspection policy shall be in compliance with the Department of Housing and Urban Development's (HUD) Housing Inspection Manual, HUD Handbook 7420.07, state and local building/electrical/fire codes, and the Raleigh Housing Authority's Administrative Plan. This policy provides the HCV owners, their representatives, HCV participants and Raleigh Housing Authority's (RHA) staff with guidance in enforcing Housing Quality Standards (HQS) and accountability.

The policy has been modified and streamlined in the best interest of the HCV program owners, their representatives, participants, and the RHA Leased Housing Inspections Division. It requires an understanding of the Housing Assistance Program contract specifications, knowledge of the individual party responsibilities and a willingness to abide by HUD and the RHA guidelines as set forth. The owner or the owner's representative is expected to have the unit specified for participation in the HCV program ready for the first scheduled inspection in accordance with the RHA's policy and HUD HQS requirements. A copy of the HUD HQS Inspection Report is located on this site under Inspection Forms for use as a guide. Additional RHA inspection criteria are also available on this site under Additional Inspection Items.

The elements of a successful inspection process are: submission of correct information on unit to be inspected, units ready for inspection, rapid response by Raleigh Housing Authority Inspections Division, the presence of the owner or their representative, or HCV participant or their representative to allow access into the unit. Landlords are encouraged to **read** all documents sent from the Inspections Division as they contain valuable information on the inspection process.

This policy is designed to provide information and incentives to owners and their representatives to have the units ready for inspection to avoid loss of HAP payment due to abatement of rent due to the unit not passing inspection. Any concerns or grievances regarding an inspection or results must be submitted in writing including a valid telephone number to: Raleigh Housing Authority, ATTN: Inspections Supervisor, 900 Haynes Street, Raleigh NC 27604. Your concerns will be addressed by telephone or in writing within 10 to 15 **business** days after receipt of your correspondence, barring any unforeseen events.

INITIAL / NEW INSPECTIONS:

- Scheduled only after paperwork is processed through the Relocation Team and received in the Inspections Division and is scheduled at the earliest available inspection date and time. (An indication that documentation has reached the Inspections Division is the receipt of a Confirmation of Documents Processed Form.)
- Will not be scheduled by telephone unless the inspection can be scheduled within 7 days, this is to avoid miscommunication. The Raleigh Housing Authority will not assume responsibility for postal delivery delays. **Please do not instruct the tenant (TNT) to contact the Inspections Division for inspection status.** If the tenant calls they will be re-directed to contact the landlord (LL) if they are in receipt of their Confirmation of Documents Processed Form.
- Scheduled by letter to landlord **only** including the date and time of the inspection as well as information on the inspection process. All inspectors make one courtesy call on the day of the inspection to the LL at the number provided for

contact on the Request for Tenancy Approval. Please remember that the official notification of the appointment is the written correspondence containing the inspection date and time. Inspectors will not come by the office of any LL or Property Manager.

- The telephone calls are a **courtesy** to confirm the appointment date and convey an approximate time of arrival; therefore, if the call is missed it is still the LL's responsibility to be present at the unit for the inspection. **Inspectors do not wait for the arrival of the landlord or representative to the property; nor are they required to wait while repairs identified during the inspection are corrected.**
- Inspections that are cancelled by the landlord or where the unit is inaccessible will be automatically rescheduled **once** between the 31st and 35th business day after the cancelled or missed inspection date. Please note that a cancelled or missed inspection is still considered a scheduled inspection.
- If the missed or cancelled inspection is solely the RHA's fault, (i.e. inspector out sick on date of scheduled inspection) the next inspection will be rescheduled at next earliest time available, no exceptions.
- LL or LL's representative must be present for the inspection (**TNT is not the LL's representative**). The representative must be 18 years of age or older with valid ID. Inspector will not enter a unit alone for personal and property security reasons.
- If the 1st scheduled inspection does not pass, the LL will be notified by letter of re-inspection date and time, including a list of failed items. A final inspection is automatically rescheduled between the 31st and 35th business day after the failed inspection.
- If the unit does not pass the 2nd scheduled inspection, it **will not be recommended for participation in the Section 8 program**. This does not mean that the unit is banned from the Section 8 program. The unit can be resubmitted for participation if selected by a different Section 8 participant and if the noted repairs are completed.
- RHA is not responsible for any rents owed to the LL until the unit has passed HQS inspection, the rent has been determined to be reasonable and a HAP contract is signed, whichever is latest.
- The LL will be contacted within 48 hours after the inspection if the rent is determined not to be reasonable. A request will be made for the rent to be lowered to the amount indicated by the Rent Reasonableness Database. The LL's decision must be communicated in writing to the HAP Contract Processing Team. The RHA can not approve rental amounts not determined to be reasonable.

BASIC INFORMATION FOR NEW LANDLORDS:

- All utilities (electric, gas, water) must be on in the unit at the time of the scheduled inspection. Tenants should not have utilities on in their name at the unit until after the unit has passed inspection, unless they are currently living in the unit.
- The unit scheduled for inspection must be empty or occupied by the tenant for whom the inspection is being performed. Landlord can not be living in the unit or have personal property in the unit at the time of the scheduled inspection.
- All necessary repairs should be completed prior to the first scheduled inspection date. **Inspectors are not required to wait for repairs to be completed on the day of the scheduled inspection, no matter how small the repair.** For guidance on what will be inspected visit the following links [Inspection Forms](#), [HUD HQS Inspection Form](#) and [Additional Fail Items](#).
- The inspector will not stop by the offices of apartment complexes nor attempt additional telephone notification of the landlord once at the unit.
- Both the interior and exterior portions of the unit are included in the inspection. This includes the yard and any buildings located on the property.
- The failure of one item in or on the property will fail the entire unit.
- Double keyed dead bolt locks on exterior doors are not allowed; the locking mechanism to the inside of the house must have a thumb bolt. (BOCA National Fire Prevention Code § Section F-608.0 - Egress Doors F-608-1, F-608.2)
- Recently passed Senate Bill 1924 requires a minimum of one operable carbon monoxide detector per rental unit per level. The carbon monoxide detector must be listed by a nationally recognized testing laboratory that is OSHA-approved to test and certify to American National Standards Institute/Underwriters Laboratories Standards of ANSI/UL2034 or ANSI/UL2075. Installation of the carbon monoxide detector must be in accordance with the National Fire Protection Association or the minimum protection designated in the manufacturer's instructions. The LL must retain or provide proof of compliance. RHA recommends battery operated carbon monoxide detector in event of a power outage. Both the tenant and LL will be deemed responsible for inoperable carbon monoxide detectors due to dead or missing batteries.
- The landlord may not utilize any portion of the property being rented for personal storage or storage of any kind.
- Swimming pools and Jacuzzi hot tubs are prohibited.

- All interior and exterior debris, including tree branches and old appliances, should be removed prior to the first scheduled inspection.
- All pets must be confined during the inspection or the inspector may refuse to complete the inspection with penalty to the TNT and LL.
- Once a unit passes inspection, a Passed Inspection letter will be mailed by the HAP Contract Processing team. LL should submit all requested documentation to the HAP Contract Processing Team as quickly as possible to avoid delays in the processing of HAP payments.
- **Neither verbal nor nonverbal** threats communicated to any member of the Inspections Division by the TNT or LL will be tolerated and could result in the loss of opportunity to participate in the Section 8 program.
- Landlords renting property within the city limits of Raleigh are also subject to the City of Raleigh PROP policies and procedures. For more information visit www.raleighnc.gov.

ANNUAL INSPECTIONS:

- Scheduled by computer annually except for the 1st annual inspection which is scheduled after the first 9 months. The first annual inspection is scheduled 90 days prior to the tenant's re-certification date. Both the TNT and LL share the responsibility to prepare for, and be at, the unit for all annual HQS inspections.
- Scheduled by letter that is mailed to both the LL and TNT - with the date and time of inspection. This is considered the first **scheduled** inspection. The LL and TNT are encouraged to read the schedule letter each year as information contained is subject to change.
- The TNT must coordinate missed or cancelled inspection requests with the LL. Tenants calls to the Inspections Division to cancel an inspection will not be accepted. **Only the LL can cancel the inspection unless the cancellation occurs at the door of the unit by the TNT or a representative of either party.**
- If the 1st or 2nd scheduled inspection is missed or cancelled it will be automatically rescheduled between the 31st and 35th business day after the previously scheduled inspection date. **Two missed inspections will cause the tenant to be in jeopardy of termination of their housing voucher.** A missed or cancelled inspection also starts the Abatement Timetable for stopping the HAP payment to the LL. (Read the Abatement Timetable from left to right.)

- The TNT, LL or a representative 18 years of age or older, must be present for the inspection. All representatives must have a valid form of ID to show proof of age. Inspectors will not enter a unit where ID is not provided and the age of the representative can not be verified. The inspection result will be “NOT AT HOME” and will count as a scheduled inspection against the TNT and LL.
- If the 1st or 2nd scheduled inspection does not pass, both the LL and TNT will be notified by letter of re-inspection date and time, as well as receive a failed items list, if applicable. The next inspection will be between the 31st and 35th business day after the failed inspection.
- If the 2nd scheduled inspection does not pass for any reason other than “Not At Home” or “Cancel” the TNT will be notified to attend a move briefing. **However**, the new unit documentation will not be accepted by the Leased Housing Department until the 2nd scheduled inspection has not passed.
- If the 2nd scheduled inspection passes, the tenant will not be allowed to proceed with the move process.
- If the 2nd inspection is scheduled after the 25th of the month, the HAP payment for the following month will be abated (stopped) pending the passing of the inspection. If the 2nd scheduled inspection passes, the HAP payment will be released during the mid-month check run the following month and the full HAP payment for the abated month will be released.
- If a 3rd scheduled inspection is required for the unit to pass inspection, the LL’s HAP payment **will** be abated or stopped effective the first day of the month that the 3rd inspection is scheduled. If the 3rd inspection passes, the HAP payment will be released from the date the unit passed inspection through the end of the month. **However**, the tenant may choose to continue with the move process or remain in the current unit. The tenant’s decision will determine whether the HAP payment will continue beyond the end of the month.
- No back HAP payment will be released for the days in which the unit was not in compliance with the HAP contract nor is the **TNT responsible to pay any portion of the HAP payment usually paid by the Raleigh Housing Authority per the HAP contract.**
- If the 3rd scheduled inspection does not pass, a letter ending the HAP contract will be mailed to both the TNT and LL. No additional inspections will be conducted and no further HAP payment will be released.
- All grievances from both the TNT and LL must be **submitted in writing** to: Raleigh Housing Authority, ATTN: Inspections Division, 900 Haynes Street, Raleigh NC 27604. A response will be provided in writing or by telephone within 10 business days of receipt of the correspondence.

REMINDERS FOR CURRENT LANDLORDS

- All utilities (electric, gas, water) must be on in the unit at the time of the scheduled inspection. Tenants must have utilities on in their unit.
- All necessary repairs should be completed prior to the first scheduled inspection date. Inspectors are instructed not to wait for repairs to be completed on the day of the scheduled inspection, no matter how small the repair. For guidance on what will be inspected, visit our website and access the [Downloadable HUD Form](#).
- Double keyed dead bolt locks on exterior doors are not allowed; the locking mechanism to the inside of the house must have a thumb bolt. (BOCA National Fire Prevention Code § Section F-608.0 - Egress Doors F-608-1, F-608.2)
- Recently passed Senate Bill 1924 requires a minimum of one operable carbon monoxide detector per rental unit per level. The carbon monoxide detector must be listed by a nationally recognized testing laboratory that is OSHA-approved to test and certify to American National Standards Institute/Underwriters Laboratories Standards of ANSI/UL2034 or ANSI/UL2075. Installation of the carbon monoxide detector must be in accordance with the National Fire Protection Association or the minimum protection designated in the manufacturer's instructions. The LL must retain or provide proof of compliance. RHA recommends battery operated carbon monoxide detector in event of a power outage. Both the tenant and LL will be deemed responsible for inoperable carbon monoxide detectors due to dead or missing batteries.
- The landlord may not utilize any portion of the property being rented for personal storage or storage of any kind.
- The inspector will not stop by the offices of apartment complexes nor attempt additional telephone notification of the landlord once at the unit.
- Swimming pools and Jacuzzi hot tubs are prohibited.
- The failure of one item in or on the property will fail the entire unit.
- All interior and exterior debris including tree branches, tall grass, trash and old appliances should be removed prior to the inspection.
- All pets must be confined during the inspection or the inspector may refuse to complete the inspection with penalty to the TNT and LL.

- **Neither verbal nor nonverbal** threats communicated to any member of the Inspections Division by the TNT or LL will be tolerated and could result in the loss of opportunity to participate in the Section 8 program.
- Landlords renting property within the city limits of Raleigh are also subject to the City of Raleigh PROP policies and procedures. For more information visit www.raleighnc.gov.

TENANT COMPLAINT INSPECTIONS

- Scheduled when the Inspections Division is notified **in writing** by the TNT of a problem(s) that the LL will not or cannot address. The TNT is required to provide the Inspections Division a copy of the letter mailed to the landlord notifying him/her of the repairs needed. **Please note that a non-life threatening complaint will not be acted upon unless submitted in writing.**
- Scheduled by letter with date and time of inspection and mailed to the LL and TNT within 7 to 15 business days from the date written notification is received in the Inspections Division.
- The inspection will consist of the items identified in the TNT's complaint, unless items are easily visible or identified by TNT at the time of inspection.
- The TNT, LL, or a representative 18 years or older, must be present for inspection. All representatives must have a valid form of ID showing proof of age. Inspectors will not enter a unit where ID is not provided and the age of the representative can not be verified. The inspection result will be "NOT AT HOME".
- If there is no one present for the first scheduled inspection no additional inspections will be scheduled without the TNT re-submitting another complaint.
- If the 1st scheduled inspection does not pass for any reason other than "Not At Home" or "Cancel" the TNT will be notified to attend a move briefing within ten (10) business days of the 1st failed inspection date. **However**, the new unit documentation will not be accepted by the Leased Housing Department until the 2nd scheduled inspection has not passed.
- If the 2nd scheduled inspection passes, the tenant will not be allowed to proceed with the move process.
- If the 2nd inspection is scheduled after the 25th of the month, the HAP payment for the following month will be abated (stopped) pending the passing of the inspection. If the 2nd scheduled inspection passes, the HAP payment will be

released during the mid-month check run the following month and the full HAP payment for the abated month will be released.

- If a 3rd scheduled inspection is required for the unit to pass inspection, the LL's HAP payment **will** be abated or stopped effective the first day of the month that the 3rd inspection is scheduled. If the 3rd inspection passes, the HAP payment will be released from the date the unit passed inspection through the end of the month. **However**, the tenant may choose to continue with the move process or remain in the current unit. The tenant's decision will determine whether the HAP payment will continue beyond the end of the month.
- No back HAP payment will be released for the days in which the unit was not in compliance with the HAP contract nor is the **TNT responsible to pay any portion of the HAP payment usually paid by the Raleigh Housing Authority per the HAP contract.**
- If the 3rd scheduled inspection does not pass, a letter ending the HAP contract will be mailed to both the TNT and LL. No additional inspections will be conducted and no further HAP payment will be released.
- All grievances from both the TNT and LL must be **submitted in writing** to: Raleigh Housing Authority, ATTN: Inspections Division, 900 Haynes Street, Raleigh NC 27604. A response will be provided in writing or by telephone within 10 business days of receipt of the correspondence.

SPECIAL INSPECTIONS

- Scheduled when the RHA is notified by the TNT, City Officials, or concerned citizens of problem(s) that the LL will not or cannot address and these problems are **considered life threatening or could have an immediate adverse impact on the well being of the TNT or a family member.**
- Scheduled **by phone** within 24 hours of receipt of notification.
- The TNT, LL, or a representative 18 years or older, must be present for inspection. All representatives must have a valid form of ID showing proof of age. Inspectors will not enter a unit where ID is not provided and the age of the representative can not be verified. The inspection result will be "NOT AT HOME".
- If there is no one present for the first scheduled inspection no additional inspections will be scheduled without the TNT re-submitting another complaint.
- The inspection consists of items identified in TNT's complaint, unless items are easily visible or identified by TNT at the time of inspection.

- If 1st inspection does not pass and the failed item(s) is determined to be life threatening, the LL has **only** 24 hours to correct the failed item.
- If problem is major and is not or cannot be corrected within 24 hours, **it is the LL's responsibility to provide suitable housing accommodations for TNT** through the remainder of the month for which HAP payment was received.
- LL must also **notify the RHA in writing of their intentions** to release the TNT from their lease to find another unit or state the amount of time it will take until the unit is ready for a **final** follow-up inspection.
- If the inspection reveals that the unit is “not habitable” or that the failed item is life threatening, the LL's HAP payment is abated or stopped immediately and is not released until unit passes inspection, no exceptions. No back payment will be released from the RHA for the days in which the unit was not in compliance with the HAP contract nor is the **TNT responsible for any portion of the payment usually paid by the Raleigh Housing Authority per the HAP contract.**

QUALITY CONTROL INSPECTION

- Performed on ALL units that pass inspection. No unit is exempt.
- The inspection is performed within a three month period of the last passed inspection.
- The inspection selection is conducted randomly by ZIP code.
- Scheduled by letter to both the LL and TNT with the date and time of inspection. Both the TNT and LL share the responsibility to prepare for and be present for the inspection.
- The TNT, LL, or a representative 18 years of age or older must be present for inspection. All representatives must have a valid form of ID to show proof of age. Inspectors will not enter a unit where ID is not provided and the age of the representative can not be verified. The inspection result will be “NOT AT HOME”.
- If the 1st scheduled inspection does not pass for any reason other than “Not At Home” or “Cancel” the TNT will be notified to attend a move briefing within ten (10) business days of the 1st failed inspection date. **However**, the new unit documentation will not be accepted by the Leased Housing Department until the 2nd scheduled inspection has not passed.

- If the 2nd scheduled inspection passes, the tenant will not be allowed to proceed with the move process.
- If the 2nd inspection is scheduled after the 25th of the month, the HAP payment for the following month will be abated (stopped) pending the passing of the inspection. If the 2nd scheduled inspection passes, the HAP payment will be released during the mid-month check run the following month and the full HAP payment for the abated month will be released.
- If a 3rd scheduled inspection is required for the unit to pass inspection, the LL's HAP payment **will** be abated or stopped effective the first day of the month that the 3rd inspection is scheduled. If the 3rd inspection passes, the HAP payment will be released from the date that the unit passed inspection through the end of the month. **However**, the tenant may choose to continue with the move process or remain in the current unit. The tenant's decision will determine whether the HAP payment will continue beyond the end of the month.
- No back HAP payment will be released for the days in which the unit was not in compliance with the HAP contract nor is the **TNT responsible to pay any portion of the HAP payment usually paid by the Raleigh Housing Authority per the HAP contract.**
- If the 3rd scheduled inspection does not pass, a letter ending the HAP contract will be mailed to both the TNT and LL. No additional inspections will be conducted and no further HAP payment will be released.

UNITS BUILT BEFORE 1978 (Pre-1978 units)

- If a unit built prior to 1978 does not pass inspection due to chipping, peeling, and/or chalking paint identified on the **inside and/or outside** of the unit **and** a child under the age of six (6) **or** a pregnant female is or will be occupying the unit, the following actions must be completed prior to any additional inspections occurring:
 - A risk assessment is required by a certified risk assessment company. A current listing of North Carolina State certified risk assessor can be accessed by visiting www.epi.state.nc.us/epi/lead/lhmp.html .
 - The LL is responsible for the cost of the risk assessment, any subsequent repairs, and if necessary, a clearance test.
 - The risk assessment must be performed on the entire unit in accordance with HUD, EPA and the RHA guidelines and inclusive of XRF and soil testing. The risk assessment results must be completed and returned to

the Inspections Division within **15 business days** from the date of the notification letter.

- The risk assessment must include all required laboratory tests as per HUD guidelines and be performed on the entire unit.
- RHA will not consider risk assessments performed prior to the current year.
- If the results of the risk assessment are **negative**, careful remediation as outlined in the EPA Lead Based Paint Brochure must be completed.
 - All noted repairs must be corrected and another inspection must be conducted, scheduled, and pass in order for the HAP payment to continue.
 - Initial inspections must pass or the unit will not be recommended for participation in the Section 8 program.
- If the results from the risk assessment are **positive**,
 - All repairs must be completed by a NC State certified contractor in Lead Based Paint remediation and a clearance test must be completed within **30 business days** from the date of the letter notifying the LL of the positive risk assessment results.
 - A copy of the contractor's certification and the clearance test must be received by Inspections Division within the same **30 business days** or the TNT will be processed to relocate.
- Non-compliance with this RHA policy will cause the HAP payment to the LL to stop for units already under the program. The TNT will be advised to look for another unit, no exceptions.
- New units will not be recommended for participation in the Section 8 program until a risk assessment is completed and the risk assessment result is negative for Lead Based Paint hazards. The TNT will be advised to look for another unit, no exceptions.

RENTAL INCREASES

- A request for a rental increase should be submitted no more than 90 days and no less than 60 days *prior* to the TNT's recertification date. When the notice of the first scheduled annual inspection is received, the landlord has until the first day of the month following the inspection to submit their rental increase request.

- The LL and TNT will receive a copy of the submitted Request for Rental Increase Form with information on whether the unit passed or failed.
- The tenant is not required nor allowed to pay any unauthorized increase or amount to the LL. Once the increase is approved, the tenant and LL will receive a rent notification letter from the Housing Specialist reflecting the effective date of approved increase.
- LLs are allowed to submit only **one rental increase request per year, per TNT**. If the request is denied there is no need to resubmit the request with the corrected information as the request will not be reconsidered.
- All requests must be submitted to the Inspections Division on the Rental Increase Request Form. All incomplete forms will be processed and denied counting as the one allowed request per year.
- If a unit does not pass the first scheduled inspection, the request for rental increase will be denied for breach of HAP contract.

PAYMENT SCHEDULES:

MONTHLY HAP PAYMENTS:

- Manual checks are mailed the 1st business day of the month.
- Direct Deposit (DD) is released on the 2nd business day of the month.
- Manual checks are generally issued twice a month and mailed on Fridays, so that they are in the mail Monday.

MID-MONTH HAP PAYMENTS:

- Manual checks are mailed on the Friday before the 20th of the month.
- Direct Deposit is released on the Monday before the 20th of the month.

INITIAL HAP PAYMENTS:

When a unit passes inspection the documents are returned to the HAP Contract Processing Department for initiation of the HAP Contract. This process could take up to 6 to 8 weeks from the date of the passed inspection or signed HAP contract whichever is latest before the 1st HAP payment is released.

NOTE: If the day a payment is to be released falls on a Holiday, the payments will be released the next business day.