

## INITIAL / NEW INSPECTIONS:

- Scheduled only after paperwork is processed by the Housing 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 an emailed Estimate Letter.) **Please do not contact or 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 Estimate Letter.
- Will be scheduled by email to avoid miscommunication. The Raleigh Housing Authority will not assume responsibility for email communication delays when a delivery confirmation is received from the Landlord's email service provider.
- Scheduled by emailed 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.
  - a. APARMENT COMPLEXES: The inspector will also go by the office to notify staff that they are on the property. The inspector will not enter an empty apartment he/she must be accompanied by apartment complex staff.
- Please remember that the official notification of the appointment is the written email correspondence containing the inspection date and time.
- 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 Landlord'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 automatically count as a failed inspection and be rescheduled **once** between the 31<sup>st</sup> and 35<sup>th</sup> 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.
- The Landlord or their representative must be present for the inspection and present valid identification if requested. **(The tenant is not the Landlord's representative)**. The representative must be 18 years of age or older with valid ID. The Inspector will not enter a unit alone for personal and property security reasons.
- If the 1<sup>st</sup> scheduled inspection does not pass, the Landlord will be notified by emailed letter of the re-inspection date and time. A report of the items noted will be emailed in a separate email. A final inspection is automatically rescheduled between the 31st and 35th business day after the failed inspection.
- If the unit does not pass the 2<sup>nd</sup> 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 offers three Optional Resident Retention Services for the Landlord. The Punch List Service, the Optional Third Inspection and the Optional Additional Inspection. Information on each of these services can be found on our website at [www.rhaonline.com](http://www.rhaonline.com).
- Paying for any Optional Resident Retention Service provides no guarantee of the unit passing inspection.
- Optional Resident Retention Service fees are considered the responsibility of the Landlord, not the tenant.
- RHA does not recommend allowing any tenant to move into the unit BEFORE the unit has passed inspection and a passed inspection letter has been received by email.

- RHA is not responsible for any rents owed to the Landlord until the unit has passed HQS inspection, the rent has been determined to be reasonable and a HAP contract is signed. RHA does not retroactively pay rent owed by the tenant PRIOR to the date of the signed HAP contract.
- The Landlord may be contacted by email to lower the HAP Contract Rent within 72 business hours after the inspection if the rent is determined not to be reasonable. The letter is a request to lower the HAP contract rent amount to the Maximum Rent Reasonable amount indicated by the Rent Reasonableness Database. The Landlord's decision must be indicated at the bottom of the letter provided by the Inspections Division. The RHA will not enter into a HAP contract on any unit where Contract Rent exceeds the Maximum Rent Reasonable for the unit.

#### **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. The Landlord cannot live in the unit nor have personal property in the unit at the time of the scheduled inspection. The Landlord may not utilize any portion of the property being rented for personal storage or storage of any kind.
- 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 HUD HQS [Inspection Form](#) and [Supplemental Checklist for Owners](#).
- The inspector will not 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)
- 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 Landlord must retain or provide proof of compliance. RHA recommends battery operated carbon monoxide detector in event of a power outage. Both the tenant and Landlord will be deemed responsible for inoperable carbon monoxide detectors due to dead or missing batteries.
- Swimming pools, Jacuzzi hot tubs and trampolines are prohibited.
- If the water heater is in the attic, crawl space or behind a locked door, the Landlord must complete a Water Heater Certification form. The form is located on our website at [www.rhaonline.com](http://www.rhaonline.com), Housing Choice Voucher and must be received in the Inspections Division by 5:00pm on the same day as the scheduled inspection in order for the item to pass.
- The RHA Housing Inspector will physically test all easily accessible three-pronged outlets in the unit to determine if they are functioning properly. If the testing reveals that the outlets are functioning properly, according to the three-pronged tester, the owner **will not be required** to submit an Electrical Certification to RHA. However, if the testing of the three-pronged outlets show that the outlet is not working properly, an Electrical Certification will be required every time that the tester determines a malfunctioning outlet.

- 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 Tenant and Landlord.
- Once a unit passes inspection, a Passed Inspection letter will be emailed to the Landlord. The Landlord should submit all requested documentation to the HAP Contract Processing Team, as identified in the emailed letter, as quickly as possible to avoid delays in the processing of the HAP payment.
- **Neither verbal nor nonverbal** threats will be tolerated whether communicated by the Tenant or Landlord and could result in the loss of opportunity to participate in the Section 8 program.