

## Operationalizing Continued Virtual Inspections - Tempe Housing Services

### Initial HQS Inspections PHA Policy:

- Inspections of vacant units will be conducted in-person
- Inspections of occupied units will be handled in the following order
  1. Use of video calls between client's phone and inspector's phone, using FaceTime (Apple products)
  2. Use of video calls between client's phone and inspector's tablet using Duo for Google (Android Products)
  3. Use of video call between inspector's tablet (handled by client) and inspector's phone, using Duo for Google
  4. Pictures and self-certification, subject to section 1001 penalties
  5. All virtual inspections will not be considered complete until the Self-Certification is signed and completed by the landlord and tenant

### HQS Project-Based Voucher (PBV) Pre-HAP Contract Inspections: PHA Acceptance of Completed Units:

Inspections of vacant units will be conducted in-person

Inspections of occupied units will be handled in the following order

1. Use of video calls between client's phone and inspector's phone, using FaceTime (Apple products)
2. Use of video calls between client's phone and inspector's tablet using Duo for Google (Android Products)
3. Use of video call between inspector's tablet (handled by client) and inspector's phone, using Duo for Google
4. Pictures and self-certification, subject to section 1001 penalties
5. All virtual inspections will not be considered complete until the Self-Certification is signed and completed by the landlord and tenant

### Initial HQS Inspections Non-Life-Threatening Deficiencies (NLT) PHA Policy:

\* Since the PHA recognizes that it may be difficult to complete repairs within 30 days during the Covid Pandemic, the PHA will allow landlords up to 60 days to complete non-life threatening conditions.

### HQS Interim Inspections:

Interim or "special" inspections will be handled in the following order:

1. In-person unless the tenant requests a virtual inspection
2. Use of video calls between client's phone and inspector's phone, using FaceTime (Apple products)
3. Use of video calls between client's phone and inspector's tablet using Duo for Google (Android Products)
4. Use of video call between inspector's tablet (handled by client) and inspector's phone, using Duo for Google
5. Pictures and self-certification, subject to section 1001 penalties
6. All virtual inspections will not be considered complete until the Self-Certification is signed and completed by the landlord and tenant

### HQS Project-Based Voucher (PBV) Turnover Inspections:

Inspections of occupied units will be handled in the following order

1. Use of video calls between client's phone and inspector's phone, using FaceTime (Apple products)
2. Use of video calls between client's phone and inspector's tablet using Duo for Google (Android Products)
3. Use of video call between inspector's tablet (handled by client) and inspector's phone, using Duo for Google
4. Pictures and self-certification, subject to section 1001 penalties
5. All virtual inspections will not be considered complete until the Self-Certification is signed and completed by the landlord and tenant

### PBV HAP Contract-HQS Inspections to Add or Substitute Units:

- Inspections of vacant units will be conducted in-person
- Inspections of occupied units will be handled in the following order
  1. Use of video calls between client's phone and inspector's phone, using FaceTime (Apple products)
  2. Use of video calls between client's phone and inspector's tablet using Duo for Google (Android Products)
  3. Use of video call between inspector's tablet (handled by client) and inspector's phone, using Duo for Google
  4. Pictures and self-certification, subject to section 1001 penalties
  5. All virtual inspections will not be considered complete until the Self-Certification is signed and completed by the landlord and tenant

### HQS Quality Control Inspections:

\*Quality Control Inspections will be conducted as follows:

- Inspections of vacant units will be conducted in-person
- Inspections of occupied units will be handled in the following order
  1. Use of video calls between client's phone and inspector's phone, using FaceTime (Apple products)
  2. Use of video calls between client's phone and inspector's tablet using Duo for Google (Android Products)
  3. Use of video call between inspector's tablet (handled by client) and inspector's phone, using Duo for Google
  4. Pictures and self-certification, subject to section 1001 penalties
  5. All virtual inspections will not be considered complete until the Self-Certification is signed and completed by the landlord and tenant