



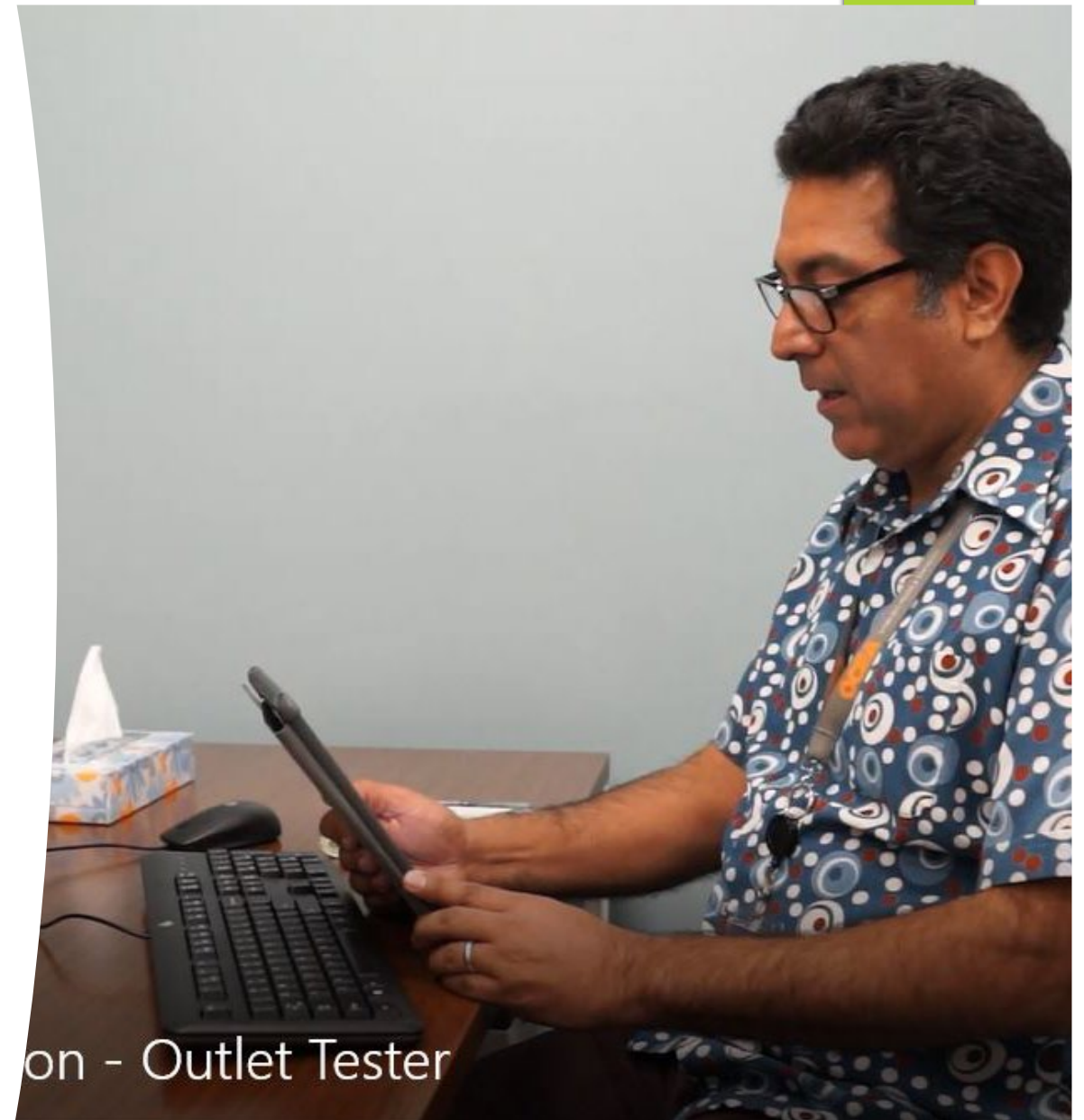
The Orange County Housing Authority

Remote Video Inspection (RVI) Process

NOVEMBER 5, 2020

Public Housing Authorities (PHAs) Inspection Flexibilities

- The Department of Housing and Urban Development (HUD) has provided PHAs the option to conduct Housing Quality Standards (HQS) inspections remotely through a process called the Remote Video Inspection (RVI)
- RVI enables the use of video streaming technology to stream the HQS inspection performed remotely with a Proxy Inspector (PI)
- The RVI would not change the current HQS requirements, Lead Based Paint (LPB) requirements or an additional criteria adopted by the Orange County Housing Authority (OCHA)



on - Outlet Tester

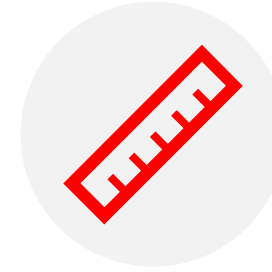
RVI-Equipment Needed by the Proxy Inspector

*(Equipment is optional if items can
be tested effectively)*

- > Circuit Analyzer
- > Tape Measure
- > Flash Light
- > Telescoping Stick
- > Temperature measuring device
- > Fully Charged Smartphone or
tablet
- > Enough Camera Resolution



Circuit Analyzer



**Tape Measure
(or equivalent device)**



**Fully Charged
Smartphone or Tablet**



**Prepare for a great
day of learning!**

Video Call Platform/Applications (Apps)



FaceTime (Apple)



Microsoft Teams

The Proxy Inspector (PI) Responsibility:

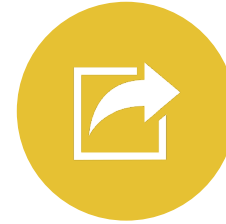
- Certify that they have fully disclosed all deficiencies to the HQS inspector
- Certify that there is no smell of natural gas, methane, or noxious gas
- Certify that they will not record the RVI stream due to PII
- Certify that they will follow instructions of the inspector to the best of their ability



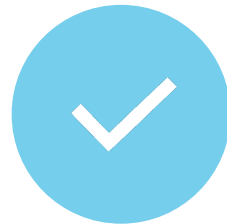
Preliminary set-up by the Housing Specialist II (HSII)



One week prior to the inspection date contact the tenant/landlord to identify a Proxy Inspector



Explain the RVI Process, the role of the Proxy Inspector, and confirm the Proxy Inspector



Obtain the Proxy Certification form and complete the Proxy Inspector Approval form



Confirm the PI has the appropriate RVI equipment to conduct the inspection, confirm the video platform and confirm date and time of RVI

Proxy Inspector By Inspection Type



For New Lease Inspections
(Initial or Term Transfer) the
signatory would be the
landlord/property manager



For Annual Inspections the
signatory may be the
resident, household member
over the age of 18, the
landlord , or landlord
representative

Orange County Housing Authority

1501 E. St. Andrew Place • Santa Ana, CA 92705
(714) 480-2700 • California Relay Service (800) 735-2929
<http://www.ochousing.org>

PROXY INSPECTOR CERTIFICATION

As the Proxy Inspector (PI), I authorize the Orange County Housing Authority (OCHA) to conduct the Housing Quality Standards (HQS) inspection through the Remote Video Inspection (RVI) process.

This certifies that I have legal possession of the unit located at:

As the:

- Legal Owner
- Property Manager or landlord representative
- Head of Household (tenant) or household member over the age of 18 years

For an initial inspection on a vacant unit the signatory is the landlord/landlord representative. In the case of an occupied unit the signatory may be the landlord/landlord representative, the tenant or other adult household member.

Additionally, I certify that:

- The RVI process and my role in the process has been explained to me.
- I have fully disclosed all deficiencies to the HQS inspector.
- There is no smell of natural gas, methane, or noxious gas.
- I will not record the RVI stream due to Personal Identifiable Information (PII).
- I will follow the instructions of the HQS inspector to the best of my ability.

Warning: It is unlawful to “knowingly and willfully” make any “materially false, fictitious, or fraudulent statements or representation” to a federal agency. Violations can be punished under Section 2 of the False Statements Act by a fine and/or imprisonment of not more than 5 years [18 U.S.C. § 1001].

I certify, under penalty of perjury under the laws of the United States of America and the State of California, that the above information is true and correct.

Signature

Print Name

Date

Proxy Inspector Certification



Proxy Inspection Approval Form

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THE ORANGE COUNTY HOUSING AUTHORITY (OCHA) REMOTE VIDEO INSPECTION (RVI) PROXY INSPECTOR APPROVAL FORM

Unit Address: _____ Tenant ID: _____

Inspection Date: _____ Inspection Time: _____

Proxy Inspector Name: _____

Landlord Property Manager/Maintenance Tenant Other _____

Proxy Inspector over 18 years of age Yes No

Proxy Inspector has lawful access to all areas of the unit and building Yes No

Proxy Inspector information: Email _____ Phone # _____

Landlord Contact information: Email _____ Phone # _____

Tenant Contact information: Email _____ Phone # _____

VIDEO CALL PLATFORM SELECTED:

Face Time (Apple)

Microsoft Teams (Any Device)

RVI EQUIPMENT NEEDED BY PROXY INSPECTOR:

- Tape Measure (or equivalent device)
- Flashlight (or equivalent device)
- Circuit Analyzer - **Required**
- Telescoping stick or ladder (to test smoke or carbon monoxide detectors)
- If needed, temperature measuring device
- Fully charged smartphone or tablet with a reliable Internet connection (Wi-Fi or at least 4G wireless service) - **Required**
- Smartphone or tablet must have enough camera resolution (megapixels, sensors, and pixel size) for the HQS inspector to see items in detail such as paint chips, broken glass, etc. - **Required**

Does the Proxy Inspector have the appropriate RVI equipment to conduct the inspection?

Yes No

Proxy Inspector Approved: Yes No - Reason _____

Housing II Specialist - Signature

Today's Date _____
Date

Location of Forms

Proxy Inspection Self-Certification

- ▶ In the Inspection module click the “*Print Icon*”
- ▶ Select “*Additional Document*”
- ▶ Select “*Letters*”
- ▶ Click the drop down menu
- ▶ Select “*Proxy Inspection Self-Certification*”

Proxy Inspection Approval form

- ▶ In the Inspection module click the “*Print Icon*”
- ▶ Select “*Additional Document*”
- ▶ Select “*Forms*”
- ▶ Click the drop down menu
- ▶ Select “*L-Proxy Inspection Approval*” form

Remote Video Inspections Standard Operating Procedures (SOP)

Desk Procedure location:

- BWYShare/Housing Assistance/Procedures-OCHA/2020 Guidance for the Remote Video Inspection (RVI) Process Using a Proxy Inspector

RVI Pilot Feedback

01

Number of units sampled –
128+ units

02

Average time to conduct
preliminary contact – 15
minutes

03

Average time to conduct
Remote Video Inspection:

1 bd – 32 min

2 bd – 46 min

3 bd – 44 min

Inspection time improved
as the HSII become more
comfortable with the
process

RVI Pilot Feedback – Continued...

Challenges

- ▶ Connectivity
- ▶ Tenant does not have a printer to print and sign Proxy Self-Certification form
- ▶ Tenant did not know the location or have access to the water heater/boiler
- ▶ Tenant did not make prior arrangements with management to get access
- ▶ Tenant is elderly/disabled/hard of hearing
- ▶ Tenant does not speak English
- ▶ Photos cannot be added to the inspection module
- ▶ Additional time to manually input inspection results

Recommendation/Resolution

- ▶ FaceTime has shown to be the preferred platform. If Wi-Fi is weak, turn on data. If data is weak, turn on Wi-Fi
- ▶ Option to send form digitally using a smart phone will be demonstrated on the next slide
- ▶ More effective communication at initial preliminary contact. Confirm tenant knows location of items to be inspected
- ▶ At initial preliminary contact confirm an alternative Proxy if needed
- ▶ At initial preliminary contact schedule translator
- ▶ Pictures taken remotely with the iPad cannot be added to the inspection module. You would need to drop the photo into iDIA
- ▶ Streamline process has been identified, demonstration to follow

When a Proxy Inspector Cannot Be identified

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- ▶ Although, we believe most of the challenges can be resolved in order to conduct the RVI, in the event a Proxy cannot be identified, the case will be reviewed with the Housing Supervisor on a case-by-case basis
- ▶ If this is a VASH client, contact the case worker for assistance in supporting the client. The case worker is not authorized to act as the Proxy Inspector, they will work with assisting the client

How to Sign a PDF using a Smart Phone

- ▶ Instructions can be located in BWYShare/Housing Assistance/Procedures-OCHA/How to sign a PDF using a smart phone

Demonstration Provided by Housing Supervisor, Eric Avila

Inspection Check list – Manual Data Entry Streamlined

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**Demonstration Provided by Senior Housing Specialist,
Vinson De Guzman**

HUD Waivers and Plan of Action to Address Owner Self-Certifications and Backlogged Biennial Inspections



- Implementation of the RVI process effective 11/9/2020
- RVI will be conducted on all Owner Self-Certifications
- No additional Owner Self-Certifications will be allowed effective 11/9/2020



- Number of RVI s to be conducted on Owner Self-certification inspections – 439
- Number of monthly inspection per month, per HSII – 40
- Projected time to complete – One month



- Number of backlogged biennial inspection (7-months) – 3,623
- Number of Monthly Biennial inspections to remain current – 491
- 18.25 Inspections required a week per HSII



- Backlogged and Biennial Inspections begin effective 12/8/2020
- Goal projected to be completed in 8 months

Questions?



Thank you