Dear PHA Residents:

HUD has scheduled an inspection for

**Friday, February 24, 2012**

Between the hours of **8:30 a.m. – 4:30 p.m.**

- HUD contracts with an inspector who will inspect a random sample of apartments at each PHA development. Not all apartments will be inspected and apartments are chosen at random with no prior notification to the residents.

- HUD uses these inspections to “grade” each PHA on how well it maintains its properties. If the PHA scores high, it may receive more funding from HUD. A low score may result in more inspections and more paperwork.

- The PHA **MUST** allow HUD’s inspector to see the apartments that are picked. You do not have to be present. **IF YOU ARE NOT HOME, A MASTER KEY WILL BE USED TO ENTER YOUR APARTMENT. This inspection cannot be rescheduled.**

Every resident can help our PHA get ready for these important inspections by checking your own apartment:

Call in a work order **right away** if anything needs to be fixed in your home or apartment. The work order number is **(860)627-1455 press “option 6”**.

- **Fire safety:** Don’t store gasoline, charcoal lighter fluid, propane, gas mowers or engines in your unit. Remove all such flammable items from your unit before the inspection.

- Make sure all exit doors and windows open freely and are not blocked.

- **Call For Aid Strings:** MUST not be tied up or cut and MUST be hanging freely to the floor. If any furniture or other objects block any of the bathroom or bedroom strings, **YOU MUST CALL TO MAKE ARRANGEMENTS TO RE-ROUTE THE STRINGS TO MEET HUD STANDARDS.**

- Oven and Stovetop- Must be clean and clear of all items. The equipment will be tested.

- Check for water leaks (faucets, toilets), broken electrical outlet or switch plate covers, stove burners that don’t light, missing knobs on stove, missing sink stoppers, windows that don’t lock properly.
• If you have torn screens or broken windows, call the Maintenance Line.

• Clear out junk and clutter from your apartment. Please dispose of trash properly – don’t just set it on the floor or outside the apartment in the common hall.

• Make sure the inspector can get to the electrical panel (breaker box) and open it.

• Please do your part to keep the area around your apartment clean and free from broken glass, trash and debris.

**The Inspector is on a tight schedule and must NOT be disturbed with questions or comments. The inspector is not authorized to speak to the residents about the inspection nor is able to take work order requests.**

Thank you for helping get ready for the upcoming HUD inspection. If you have any questions about it, please call our office @ (860) 627-1455.

W.L.H.A. Staff

Cc: Tenant File
Dear Nancy Gomez:

This confirms our phone conversation on the referenced property that has been scheduled for inspection. The inspection will not include weekends or any Federal holiday falling during the inspection period. If there is any delay, I will immediately contact you by telephone and we will set new dates, if necessary. Please provide the required written notice of the inspection to your residents. It is not necessary for the tenants of units selected for inspection to be present during this inspection.

Your representative must accompany the inspector at all times. Your representative should be prepared to provide access to all units identified in the inspection (when the tenant is not present or if the unit is vacant) and all other areas of the property (e.g., maintenance facilities, offices, etc.). On the day of the inspection, the inspector will inform your representative of the units that have been selected for inspection, which are the result of a sample drawn on-site.

The inspector will only enter and inspect rooms that house elevator equipment if the room contains other inspectable items not associated with elevators (for example, water circulation pumps, compressors, or electrical panels for various building electrical systems) OR if the room provides the only access to another area that must be inspected (for example, the roof or another common area).

In order for the inspector to gain access to these rooms, HUD requires you to:
Have the elevator equipment located on a elevated area to exclude unqualified persons or located at a certain elevation; or have the elevator equipment separated and protected so only qualified/authorized persons have access to the space; or
Have a person on site at the time of the inspection that is qualified/authorized to access the room and grant access to me; or provide me with a signed written waiver or variance from the governing authority that permits access to the enclosed room without a qualified/authorized person.

The inspection will include the entire property: project grounds, common areas, office, maintenance work areas, laundry rooms, community room, etc., and a sample of buildings and units selected at random. On the day of the inspection, the inspector will verify data provided in the property profile, as per our previous discussion. Please have available the following information to assist with the verification:

- Total number of buildings and number of units within each building:
• The unique building identifier (i.e., the address or some other identifier that will enable the identification of each building for future inspections);
• All applicable certifications, including inspections of elevators, sprinkler systems, fire alarms, and boilers;
• Lead-based paint testing certification and HUD’s disclosure form (Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards) for housing built before 1978 (including elderly properties) are also required;
• Current rent-roll (used for reference only, rent amounts are not necessary);
• Site-map or plot plans showing property layout and building locations, if available;
• Total square footage of the Parking Lots/Driveways/Roads and Walkways/Steps. If you do not provide these area measurements at the time of the inspection, the inspector will provide an estimate of the square footage's to HUD;
• Current occupancy percentage rate; and
• Copy of written notification to the residents of the inspection.

Please be advised that the terms of my contract with HUD do not permit me or the inspector to discuss with you or your representative, or provide advice on, any deficiencies observed and recorded during the inspection. Your representative may have different views regarding the deficiency definitions, but the inspector must classify deficiencies in accordance with HUD’s established inspection protocol. Differences of opinion regarding the facts of the inspection may be discussed with HUD staff later.

HUD’s Offices of Housing and Public Housing require that all exigent health and safety hazards be mitigated immediately. An exigent hazard is one that poses an immediate threat to life, health or property. During the inspection, the inspector will record all health and safety hazards. Before leaving the property, the inspector will provide your representative with a written list of all such health and safety hazards and ask your representative to sign the form to acknowledge receipt. This signature only acknowledges receipt of the form and does not indicate the representative’s or your concurrence with its contents. A HUD representative will contact you later to assure that such items have been addressed in a timely manner.

Be advised that HUD may conduct a Quality Assurance (QA) inspection to verify the results of this inspection. That QA inspection may occur during, or shortly after this inspection.

**Please reply to this email message to confirm receipt.** If you have additional questions, please contact me by email or directly at 860-550-5049. I wish to thank you and your staff in advance for your help with this inspection.

Regards,

Brady White
Principal
brady.white@ReacReadyLLC.com

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http://mail.wlocks.com/exchange/wlha/Inbox/Revised:%20Inspection%20ID:%20363348.EML?Cm... 8/1/2011
TO: All HUD Inspectors Certified in the use of the Uniform Physical Condition Standards (UPCS) inspection protocol

FROM: Robert L. Garrett
Inspector Administration

SUBJECT: Physical Inspections/Inspector Administration
Business Rules – Inspector Performance Monitoring

EFFECTIVE DATE: January 20, 2006
Inspector Notice No. 2002-02

(This notice replaces all previous versions.)

Performance Monitoring and Deficiencies:

The Department of Housing and Urban Development (HUD) performs various quality assurance reviews to ensure the accuracy and consistency of inspections. Quality assurance reviews may be conducted at any time during the course of a property inspection, following an inspection, or separately. Each of these quality assurance reviews provide information about an inspector’s performance and adherence to the Uniform Physical Condition Standards (UPCS) inspection protocol and code of conduct.

Inspectors who are found to not be in compliance with the UPCS or are found to be Outside of Standard (OS) as a result of the quality assurance reviews may be subject to administrative action.

An inspector’s performance may be found to be OS if he/she fails to adhere to any one of the following terms of the UPCS inspection protocol:

1. Inspectors must use the most current version of the DCD software, and be proficient in the use of the software.

2. Inspectors must exercise due diligence in completing and verifying an accurate property profile by doing the following:
   - Inspectors must download the inspection prior to arriving at the property.
   - Inspectors must visually verify the property profile, and be accompanied by a property representative.
   - Inspectors must use a rent roll or other all-inclusive list to determine units for inspection and to record property occupancy.
• Inspectors must accurately record the property profile in the data collection device (DCD).
• Inspectors must only generate the sample after they have verified the property profile and rent roll on site.

3. Inspectors must conduct the inspection in strict accordance with the UPCS inspection protocol by completing the following steps:

• Inspectors must be accompanied by, and be in view of, a property representative throughout the entire inspection. If a property representative leaves an inspector alone, the inspector must wait for the representative to return before resuming the inspection.
• Inspectors must inspect all five inspectable areas (Site, Building Exteriors, Building Systems, Common Areas, and Dwelling Units).
• Inspectors must inspect all appropriate buildings and units as directed by the sample.
• Inspectors must properly identify and record all observations (Not Applicable, No Observed Deficiency, and Observable Deficiency).
• Inspectors must use the most current version of the DCD software, and be proficient in the use of the software.

4. Inspectors must accurately record all health and safety defects and leave a copy of the Exigent Health & Safety (E H S) report (if applicable) with the property representative.

5. Inspectors must adhere to the following UPCS Inspector Code of Conduct. Inspectors must:

• Maintain professional conduct and demeanor at all times during the inspection and interaction with the inspection participants.
• Display the HUD-issued photo identification card during the entire inspection.
• Defer questions from the residents regarding the property to the property representative.
• Not make promises or representations that items will be repaired based on inspection results.
• Not offer an opinion as to the quality of the property.
• Not invade a resident's privacy by attempting to open a closed door in their residence. Defer to the property representative.
• Not use any inspection property's facilities, a multifamily property owner's office, a housing agency office, or a HUD field office, to conduct personal business.
• Not disclose any information to a third party about the inspection results. Defer to the property owner or representative.

**Administrative Action:**

Inspector Administration will issue a Notice of Deficiency (NOD) for each inspection when the inspector is found not to be in compliance or found to be OS. The inspector will have 15 business days from the date of notification to respond to the NOD. Inspector Administration will review the inspector's rebuttal to determine if a Performance Deficiency (PD) is warranted.

1. **DECERTIFICATION REQUIREMENTS**