

# REAC INSPECTIONS – COVID UPDATES AND INFORMATION



The U.S. Department of Housing and Urban Development initiated a Return to Inspection Operations in the June 2021. The Department worked closely with CDC and stakeholders to develop and implement a flexible protocol with controls and parameters in place to adjust and respond to COVID-19 related constraints. The protocols include a 28-day notification period to property management before an inspection to provide more preparation time. Residents may opt out of having their unit inspected and an alternate unit will be selected. Additional details are provided below.

## As a RESIDENT, what can I do if I have concerns with COVID-19 and have been notified of an upcoming REAC inspection?

- ✓ Residents should communicate any health or related concerns to their property representative. The inspector will work with the property representative to select alternate units.
- ✓ The inspector and property representative will practice safe distancing and wear personal protective equipment (PPE) consistent with detailed HUD safety protocols informed by the Centers for Disease Control and Prevention's (CDC) most recent guidance.
- ✓ Residents who are home may elect to leave or stay in the unit during the inspection in alignment with their preference.
- ✓ Please review HUD's "Residents Rights and Responsibilities" flyer on inspections for further information.  
[https://www.hud.gov/sites/documents/DOC\\_12162.PDF](https://www.hud.gov/sites/documents/DOC_12162.PDF)

## As a PROPERTY REPRESENTATIVE, what can I do if my property has COVID-19 related cases and I have been notified of an upcoming REAC inspection?

- ✓ You may communicate COVID related concerns at the 28, 14, and 2-day notification intervals established in the 2021-01 Inspector Notice. Ideally, concerns are addressed ahead of the inspection date via these checkpoints.
- ✓ If you have any additional questions, please coordinate with your inspector or you may reach out to HUD's Technical Assistance Center (TAC) at 888-245-4860.
- ✓ PHAs/Owners & Agents may reference the REAC Inspector Notice No. 2020-01 for additional detail:  
<https://www.hud.gov/sites/dfiles/PIH/documents/COVID19InspectorProtocolNotice2021-01.pdf>



## REAC Inspection Postponement/Adjustment Process

REAC works with properties and inspectors to analyze postponement requests on a case-by-case basis as outlined below. The process emphasizes flexibility and balances the risks of COVID against the risk of not conducting inspections. HUD factors in items such as available alternate units, local conditions, property elements, property designation status, etc. when adjusting inspection dates. As may be needed throughout the process, please contact the TAC and REAC will help facilitate any needed changes factoring relevant concerns of all parties involved. Core steps include:

**Step 1** The inspector will reach out to the property to provide date options for the upcoming inspections. Once the date is set, the inspector issues the 28-day notification to the property.

**Step 2:** At the 14- or 2-day protocol-based check-ins, COVID concerns should be discussed so that the date is maintained or adjusted as needed. REAC will work with the property and inspector as needed to help frame out schedule adjustments.

**Step 3:** As part of the evaluation process, REAC will coordinate with MF/PH leadership to ensure it evaluates all relevant factors.

**Step 4:** On the day of the inspection, the inspector is required to report to the TAC the relevant COVID cases.

**Step 5:** TAC reviews the number of COVID related cases and documents units/bldgs. impacted and coordinates with the property and inspector if additional discussions are warranted.

**Additional REAC Information may be found at:**  
[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/react](https://www.hud.gov/program_offices/public_indian_housing/react)

# REAC INSPECTIONS – COVID-19 UPDATES AND INFO



- ✓ HUD resumed inspection operations in June 2021.
- ✓ HUD worked closely with the CDC and stakeholders to develop flexible protocols which included a 28-day notification period to property management before an inspection.
- ✓ Residents may opt out of having their unit inspected and an alternate unit will be selected.

## RESIDENT CONCERNS

- ✓ Residents should communicate COVID-19 health or related concerns to their property representative. An alternative unit will be selected for inspection.
- ✓ The inspector and property representative will practice safe distancing and wear personal protective equipment (PPE) consistent with CDC guidance.
- ✓ Residents who are home may elect to leave or stay in the unit during the inspection.

## PROPERTY CONCERNS

- ✓ PHAs/Owners & Agents may communicate COVID-19 related concerns at the 28, 14, and 2-day notification intervals.
- ✓ If you have any additional questions, please coordinate with your inspector or you may reach out to REAC's Technical Assistance Center (TAC) at 888-245-4860.
- ✓ PHAs/Owners & Agents may reference the REAC Inspector Notice No. 2020-01 for additional detail:  
<https://www.hud.gov/sites/dfiles/PIH/documents/COVID19InspectorProtocolNotice2021-01.pdf>

## REQUESTS TO POSTPONE

- ✓ All requests to postpone inspection must be communicated to the Technical Assistance Center (TAC): 888-245-4860.
- ✓ REAC works with properties and inspectors to analyze postponement requests on a case-by-case basis, balancing COVID-19 conditions with the risks of not inspecting.
- ✓ REAC will coordinate with Multifamily and Public Housing leadership to ensure it evaluates all relevant factors.
- ✓ On the day of the inspection, the inspector is required to report to the Technical Assistance Center property-level COVID cases.