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# **Remote Video Inspection (RVI) for Housing Choice Voucher (HCV) Program PHA Webinar**



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# Audio Settings

Please call in for the audio  
for RVI Webinar

Dial into the conference:

- **Dial-in:** 888-251-2949 or  
215-861-0694
- **Access Code:** 7358114#



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**Polling questions will be presented on the screen.  
An example of what a polling question looks like:**

A screenshot of a web application window titled "Polling". The window has a close button (X) in the top right corner. Below the title bar, there is a toolbar with icons for a list, a document, a pencil, a trash can, and up/down arrows. The main content area is labeled "Poll Questions:". Below this, there is a question "1. Do you like dogs?". Underneath the question, there are three radio button options: "A. Yes", "B. No", and "C. Maybe". At the bottom of the window, there is a text input field.

# POLLING QUESTIONS



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# Agenda

- Opening Remarks
- Remote Video Inspection (RVI) now and as a future inspection solution
- Incorporating four stages of RVI
- PHA Panel Discussion
- Questions and Answers
- Summary and Closing



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# POLLING QUESTIONS





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# What is RVI ?

- RVI is a way to use technology to complete an HQS inspection without the inspector being on-site.
- It helps PHAs overcome inspection challenges now, in a time of global pandemic, and in the future.
- As we learn together, HUD will share additional guidance and best practices.
- PIH is working with key stakeholders and continues to look for volunteers for RVI best practices and for testing for other programs, like public housing. Email us at [RVI@HUD.gov](mailto:RVI@HUD.gov) to volunteer.



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# RVI Video Demo

Note: This is not shown in real-time and is for demonstration purpose





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# RVI Now and in the Future

A successful RVI program provides the same assurance as an in-person HQS inspection.

This method can be used by PHAs into the future (not just through the COVID-19 response period).





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# RVI Safety

- HUD is committed to prioritizing resident health & safety and streamlining the inspection process with RVI.
- HUD encourages PHAs to always prioritize safety of residents, including during the COVID-19 pandemic.
- PHAs should follow CDC and local social distancing recommendations and minimize risk to residents, inspectors and the proxies doing RVI inspections.



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# Four RVI Stages

**Inspections generally follow four phases:**

- (1) Administrative preparation
- (2) Pre-inspection planning
- (3) Performance of the inspection
- (4) Post inspection



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# RVI Admin Prep

## Inspection Phase One: Administration Prep

Evaluate whether incorporating technology into the inspection process requires an update of the HCV Administrative Plan to provide stakeholders fair notice of the purpose and benefits of utilizing RVIs for HQS inspections.



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# RVI Pre- Inspect

## Inspection Phase Two: Pre-Inspection Planning

Assess Equipment Needs. Consider whether the party performing the RVI has the equipment, and if not, how it is to be provided.

PHAs are reminded of the waiver authority provided by PIH Notice 2020-33



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# Perform the RVI

## Inspection Phase Three: Perform Inspection

- Adhere to all CDC, local and state safety requirements.
- Choose a proxy for the inspection.
- Once inspection is scheduled HQS inspector uses PHA's streaming platform to contact proxy.
- The HQS inspector uses the same inspection form/device the PHA currently uses to record any deficiencies.



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# RVI Post- Inspect

## Inspection Phase Four: Post-Inspection

- Inspection passes. PHAs follow their Administrative Plan/procedure, inform the tenant/landlord, and follow the process to (1) process HAP for initial inspection or (2) approves inspection within their system.
- Inspection fails. PHAs follow their Administrative Plan/procedure, inform tenant/landlord of fail items, including any follow-ups such as a reinspection/verification or requirement for Lead-Based Paint (LBP) clearance testing.





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# PHA Practitioners with RVI HQS

- **Nathan Blatchley**  
Executive Director Hocking Metropolitan Housing Authority. Part of the original working group, provided example video.
- **Edwin Tharp**  
Executive Director Mansfield Metropolitan Housing Authority, and 6 other Ohio PHAs. Part of the original working group.
- **Gregory D. Johnson**  
Chief Executive Officer Cincinnati Metropolitan Housing Authority. Part of the original working group.



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# Hocking Metropolitan Housing Authority

## Rental Assistance Programs

Small Agency with 300 HCV & 100 PSH vouchers

Rental Assistance staff – 2 staff and 1.5 FTE

Inspections conducted by maintenance staff and program manager

500 Inspections a year

Currently using both Remote Video and in-person Inspections

- 40% RVI
- In-person for vacant units
- Onsite remote video inspection for questionable units allows for walking outside first
- Full RVI for Annuals, high-risk populations, and resident occupied units that can't vacate unit or provide a COVID clean environment



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# Hocking Metropolitan Housing Authority

## Remote Video Inspection

### Key Issues Addressed

- Personal Privacy
  - No recording
- Prevent "switching units"
  - Any break in call require reverification
- Eliminate subjective items: hot water, electric outlets, fan function, refrigerator function
  - Developed \$20 tool bag that can be dropped off or picked up
- Length of time per inspection
  - Practice and repetition



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# Hocking Metropolitan Housing Authority

## Tools for Success

- For Inspector
  - Laptop with large screen or Large Monitor
  - Practice prior to going live
  - Clear script/directions to use while directing remote video operator
  - Systematic approach to each room and unit
- For Unit
  - Decent Wi-Fi or Cell Connection of at least 2 bars
  - Easy to use tools to visually demonstrate subjective items
  - A stick for testing smoke and CO2 detectors (or provide folding yard stick)
  - Clear and easy to follow directions from inspector



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# Mansfield Metropolitan Housing Authority

## Remote Video Inspection Success

Between six PHAs, 212 RVI's have been completed utilizing this system.

Although not all inspections have been completed in this manner, it is a relief to know the option is available should a stakeholder have a concern about being exposed to other people.

This process shall become a permanent option for HCV inspections for PHA's.



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# Mansfield Metropolitan Housing Authority

## Remote Video Inspection Success

Participated in the initial beta group, utilizing the protocol outlined in PIH 2020-13, working to keep all stakeholders safe during the unprecedented time.

Brainstormed and collaborated with our partners from HUD on a new concept using video inspections to perform inspections.

COVID-19 Shut down inspections. How do we overcome?





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# Mansfield Metropolitan Housing Authority

- During this unprecedented time in our nation's history, my PHA was searching for answers on how to comply with the inspection requirements of the Housing Choice Voucher Program while keeping employees, property owners/landlords, and participants safe.
- In considering options, one solution that seemed to make a lot of sense was to offer remote video inspections. The idea gained momentum by other PHAs looking for similar options; then HUD got on board looking for ways to overcome the COVID obstacle.
- By performing inspections remotely and conference calls, I believe a tool was created that benefits PHAs. I see a place for this tool long after the pandemic concludes as PHAs work to increase efficiency and implement technology.
- I believe the Remote Video Inspection is a viable option allowing inspections to proceed, permitting participants to go under contract during this pandemic while keeping all parties safe, which is the primary objective.



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# Cincinnati Housing Authority

Cincinnati conducted its first virtual inspection on March 30, 2020 on an initial inspection using zoom streaming due to the onset of COVID-19.

We quickly thought that this was a tool that could be used beyond the pandemic.

The inspector conducted the inspection from home with the owner as the proxy at the unit.

There were no major hiccups with the virtual inspection and the owner was able to provide access to all needed areas via a smart phone.

CMHA has now rolled the option out to owners for initial inspections.



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# Cincinnati Housing Authority

A few lessons learned:

- Proxy needs a flashlight to allow the inspector to see poorly lighted areas such as behind appliances, furnace areas, under sinks, some areas in the basements, attics, etc.
- Proxy must have the ability to test smoke detectors that are located on high ceilings.
- Proxy must have a method to test outlets.

CMHA created a checklist to help owners prepare for the inspection, and the appointment confirmation letter provides insight on how the inspection will go with the instructions for streaming.

Feed back from owners about the process has been positive and owners are interested in the process.



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# Question & Answers

Please type in your questions in the chat box and we will try and respond to the questions during the Webinar.

We will collect all questions and post responses on the PIH website.



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# PIH 2020-31 Summary

- The RVI notice is published on RVI inspections and PHAs can use technology to virtualize the inspection process.
- The proxy follows the direction of the HQS inspector throughout the entire inspection process.
- The proxy is not performing the inspection, the inspector is.



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# PIH 2020-31 Summary

- The HQS inspection using RVI is a live streaming event, taking picture is not sufficient.
- Use standard HQS procedures for scheduling the inspection.
- HUD recommends the tenant, or the landlord or property manager attend the RVI inspection.
- This a great tool for the future of HCV inspections.





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# Closing Remarks

## Thank You for Being Part of PIH Innovation

We are deeply committed at HUD to improve the health and safety of the millions of the tenants in HUD properties. We are working every day to ensure solutions address the current challenges and improve safety of tenants. Thank you for being part of the solutions!



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# Closing Remarks

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*Thank  
you*



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# POLLING QUESTIONS



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**Submit a notification of intent to use RVI to  
[RVI@hud.gov](mailto:RVI@hud.gov) and use this address for any  
questions or further information.**