



GAINESVILLE HOUSING AUTHORITY

Where Housing Matters

HOUSING QUALITY STANDARDS (HQS)

Standard Operating Procedures

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Housing Choice Voucher Program

HQS INSPECTIONS STANDARD OPERATING PROCEDURES

Introduction

The Gainesville Housing Authority (GHA) conducts a HQS inspection on all units for initial move-in, and biannually thereafter while the unit is under a HAP contract. Special inspections are conducted upon request by the owner, and participant. The initial move in inspection must meet the housing quality standards and the rent must be determined reasonable according to the rents charged for unassisted units in the area. A unit must meet these requirements prior to the execution of the HAP contract. Biannual inspections shall be conducted 90-120 days prior to the anniversary month of the contract.

Initial Inspection

- The initial inspection will be scheduled within 3 days from the date the Request for Tenancy Approval (RFTA) is received or from the date the GHA is notified that the unit is ready for inspection.
- If for any reason the unit is not ready once the RFTA is submitted to the GHA, the owner may be allowed 5 days to make the unit ready. If the unit is not ready within two weeks the participant will be notified to pick up another RFTA to select another unit unless approved by the supervisor for an additional time for the owner to make the unit ready.
- Once the unit is inspected, the family and owner must be provided a copy of the inspection checklist and a written letter of the inspection results (pass or fail).
- If the unit fails inspection, the owner will be allowed only 1 re-inspections within a thirty day period.
- The initiation of payment to the landlord will not be done until tenancy approval is established and the unit passes the HQS requirements.

Biannual Inspection

- Biannual inspections are to be conducted 90 to 120 days prior to the anniversary month of the contract.
- Inspection effective dates cannot be effective the first of the month.
- HQS deficiencies, which cause a unit to fail, must be corrected by the owner/landlord within the time frame allotted unless the unit failed for tenant/participant responsibility items.
- The GHA must take prompt action to enforce family obligations if the deficiency is the fault of the participant. The owner is not responsible for a breach of HQS as a result of the family's failure to pay for utilities for which the family is responsible under the lease or for damages caused by the participant.
- The family will be notified in writing, or by phone, at least 2 days prior to the inspection date that the inspector will be out to conduct the biannual inspection.
- The receptionist will mail all inspection letters regardless of type, and call the participant and landlord at least one day prior to the inspection date as a courtesy reminder call.
- If any deficiencies are cited, the GHA will schedule a re-inspection to determine whether the deficiency has been corrected.

GHA HQS Inspections Standard Operating Procedures

- If the family misses two (2) inspection appointments, they will be considered to be in violation of the Family Obligations and their assistance may be terminated in accordance with the termination procedures in the GHA's Administrative Plan.

Time Frame for Repairs

The HAP payment to the owner will be abated if the owner fails to comply with the notification to correct an HQS violation within the time frame specified in the notice.

- Life-threatening HQS violations must be corrected within twenty-four (24) hours by the owner/landlord or by participant if participant is responsible for causing the deficiency.
- For non-emergency items, repairs must be corrected within thirty (30) days.
- Extensions may be granted in lieu of abatement in the following cases:
 1. There is an unavoidable delay in completing repairs due to difficulty in obtaining parts. (Owner must provide evidence of the difficulty)
 2. Inclement weather that cause a delay in roof repair or exterior painting.
- Extensions will be granted for a period not to exceed thirty (30) days. Abatement will be processed after the thirty days.

Processing Failed HQS

The GHA must ensure that when a unit fails HQS inspection if deficiencies are not corrected within the required time frame that the housing assistance payments to the owner is stopped (abated) when the owner fails to make the repairs within the time frame specified.

- Process the failed HQS in Lindsey.
- Mail or E-mail the Notice of Fail and Abatement Letter to landlord and participant. This letter will indicate the items in fail status and give the time frame in which items must be resolved. **GHA's inspector will schedule ABATEMENT at this time for 20 days out using Outlook and the HCVP Housing Coordinator will be invited to this calendar.**
- Track the status of the failed unit. (30 days). The landlord has 30 days from the date of the fail to repair items.

Processing a pass after failed HQS

- The inspector will perform a physical re-inspection and/or the landlord provides appropriate documentation/receipts indicating repairs have been made. If receipts are sent by the landlord, and physical re-inspection is not done, notify the landlord that he/she must send a signed copy of the Self-Certification Form along with the documentation/receipts indicating date and status failed item was resolved.
- Scan and upload to tenant e-files the updated inspection documentation within 3 days of the re-inspection.

For participant caused fails, GHA will not abate HAP. If failed items are not resolved in the allowable time frame, GHA will immediately move to terminate the participant's housing assistance.

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HQS Not Repaired

- If failed items are not resolved and HAP is ABATED, GHA will send a Notice of HAP Contract Termination Letter to the landlord and participant. The first notice will go out within 45 days as a courtesy reminder, the second and final notice will go out within 60 days of the initial failed inspection.
- If failed items are not resolved during the Abatement period, GHA will terminate the HAP Contract on the first of the following month.

HQS Process Landlord 24-Hour Fail

Document Failed Items

- List only failed items on the HQS Inspection Failed Notice noting only what the problem is, not how to repair it.
- If the landlord or onsite manager is present, provide them with a copy of the HQS Inspection Failed Notice.

Processing Failed 24-Hour HQS

- Process the failed HQS in Lindsey
- Mail the notice of 24 hour Fail to landlord and participant. This letter will indicate the items in fail status as well as give the time frame in which items must be resolved.
- Track the status of the failed unit. (24 hours)

The landlord has 24 hours from the date/time of the fail to repair items.

HQS Inspector

- Track the failed unit.
- The landlord has 24 hours from the date/time of the fail to repair items.
- The landlord contacts the inspector indicating that fail items have been resolved and re-inspection can be performed.

Processing A Pass After Failed 24-Hour HQS

- The inspector will perform a physical re-inspection and/or the landlord provides appropriate documentation/receipts indicating repairs have been made. If receipts are sent by the landlord, and physical re-inspection is not done, notify the landlord that he/she must send a signed copy of the Self-Certification Form along with the documentation/receipts indicating date and status failed item was resolved.
- Scan and upload to tenant e-files the updated inspection documentation within 3 days of the re-inspection.

HQS Not Repaired

- If failed items are not resolved in the allowable time frame GHA will terminate the HAP contract effective the 1st of the month following the 24-hour HQS fail. GHA will send the Notice of HAP Contract Termination Letter to the landlord and participant.

HQS Participant Fail

Document Failed Items

- List only failed items on the HQS Inspection Failed Notice noting only what the problem is, not how to repair it.
- If the landlord or onsite manager is present, provide them with a copy of the HQS Inspection Failed Notice.

Processing Participant Failed HQS

- Process the failed HQS in Lindsey.
- Mail the Notice of Fail Letter to the landlord and participant. This letter will indicate the items in fail status and give the timeframe in which items must be resolved.
- Inspector will track the failed unit. The participant has either 24 hours or 30 days from the date of the fail to repair items depending on the reason(s) for the fail.

Pass After Participant Failed HQS

- Perform physical re-inspection of the unit after the participant indicates that fail items have been resolved.
- Scan and upload to tenant e-files the updated inspection documentation within 3 days of the re-inspection.
- If HQS is not repaired forward the file, timeline and documentation the GHA assigned housing coordinator for review. For participant caused fails, GHA will not abate the HAP. If failed items are not resolved in the allowable time frame, GHA will immediately move to terminate the participant's housing assistance.

Failed HQS Inspections will be tracked by the GHA inspector using the failed inspection tracking spreadsheet. (See Appendix A)

Appendix A



Failed HQS
Tracker.pdf

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