

HUD NSPIRE Inspection

Frequently Asked Questions

Who will inspect my unit?

The Housing Authority of the County of San Bernardino contracts with certified outside vendors to perform inspections. All inspectors are trained and certified in HUD Inspection Standard protocols.

How long does it take to get an initial inspection?

Once a complete and accurate Request for Tenancy Approval (RFTA) packet is submitted, it takes 7-10 business days to process. After approval, the inspection vendor will schedule the initial inspection via phone within 7 business days.

Note: Incomplete or inaccurate RFTA packets will cause delays. Initial inspections are scheduled by phone.

Do all utilities have to be turned on during the initial inspection?

Yes, Water, gas, and electricity must be turned on at the time of inspection. The inspector must be able to test:

- Gas and electric appliances
- Hot/cold water
- Light fixtures and outlets
- Possible leaks and other safety elements.

If utilities are off, the inspection cannot be completed and must be rescheduled.

Can I finish repairs or install appliances after the tenant moves in?

No. The unit must be move-in ready at the time of the initial inspection. Unfinished repairs or missing owner-provided appliances will cause the unit to fail. If the unit is not ready, the inspection will be stopped and will not be automatically rescheduled.

How often will my unit be inspected?

Units are inspected:

- Before initial move-in
- At least every 12 to 24 months, depending on the program and circumstances.

How will I be notified of a scheduled annual inspection?

A written inspection notice will be mailed 2-4 weeks before the inspection date. Biennial and annual inspections are not scheduled by phone. Please keep your mailing address and phone number up to date in the Landlord Portal.

Do I have to be there for the inspection?

Someone 18 years of age or older must be present at the unit. It is the shared responsibility between the tenant and the landlord to make arrangements once the inspection notice is received.

What is the difference between HUD inspection standards and Local inspection standards?

HUD established the National Standards for the Physical Inspection of Real Estate (NSPIRE) at a national level to be used by all housing authorities. Each Housing Authority can adopt additional inspection standards (local) once the changes are approved and detailed in the Housing Authority's Administrative Plan. For example, areas prone to earthquakes require water heaters to have earthquake straps securing the tank to the wall.

Will I receive a letter if the inspection passes?

No, the inspection results are available on the Landlord Portal which can be found in the Current Landlord section on our website, www.hacsb.com.

If my unit fails inspection, how long will I have to make the repairs?

If there are life-threatening deficiencies, the re-inspection will take place within 24-hours. You will be immediately notified of this. Otherwise, the re-inspection will be scheduled within 30 days from the first inspection; usually about 3 weeks. The second inspection notice will be mailed to both tenant and landlord and will contain the complete list of failed items and the next scheduled inspection date.

Who is responsible for fixing the items that fail?

It is the shared responsibility of the landlord and tenant to address the failed items. All failed items will have a designated responsible party. This is not meant to designate financial responsibility, but rather indicate that the owner can enforce the lease agreement when addressing the failed items. For example, if the owner is designated as responsible to correct a broken or missing smoke alarm, the owner can choose to purchase a new one or enforce the lease if there has been a violation. Either way, all failed items on the inspection results letter will need to be corrected prior to the scheduled inspection date.

What happens if my unit fails inspection twice?

A unit under contract that fails inspection twice for the same failed items will enter abatement the first of the month following the second failed inspection. Any number of failed items can cause an abatement.

What is an emergency or 24-hour fail?

There are specific items and/or conditions that HUD defines as hazardous to health and safety. If these items are identified during an inspection, the inspector is required to return within 24 hours to check the status of the emergency fail item(s) only.

The Inspector will attempt to contact the owner/agent while at the unit during the first inspection to inform him/her of the 24-hour fail item(s) and the need to return the next day. If the 24-hour fail items are not corrected by the second inspection, the unit will be abated starting the 1st of the month after the second failed inspection.

What does it mean when a unit is in abatement?

A unit is abated for up to three (3) months starting on the 1st of the month following the second failed inspection. During abatement the Housing Assistance Payment (HAP) is withheld from the owner. The tenant is still required to pay their portion of rent but is not responsible for any of the rental portion that is withheld, as long as there is a valid contract in place. Under the Housing Authority contract with the owner/landlord, the payment will be withheld for a unit that is not in compliance with HUD Inspection Standards after 2 failed inspections. The Housing Authority cannot pay for a unit while it is not in compliance. Payments will only resume once the HQS inspection passes. Payments will not be made retroactively but will resume on a pro-rated basis beginning on the date of the inspection passed.

What is a Quality Control Inspection?

A Quality Control inspection is performed within 90 days of a randomly identified inspection. It is a measure required by HUD to maintain consistency across inspectors and to identify internal training needs. Only about 3% of units inspected are selected for a QC inspection. They are selected using a random number method. Participants and landlords cannot opt out of Quality Control inspections.

Does the Housing Authority Conduct move-out inspections?

The contract ends when the tenant vacates the unit so the Housing Authority cannot enforce any part of contract, however, a move out inspection can be conducted as part of the Damage Mitigation Program. For more information, please contact the assigned caseworker when a vacate date has been set or within 5 days of the tenant moving out.

What is a Complaint Inspection?

At any time, a complaint inspection may be requested from the tenant, landlord or a third party. If a complaint inspection request is approved, an inspection will be scheduled with proper notice, but within 15 days. If there are reports of life-threatening deficiencies, the inspection will be scheduled within 24 hours. All complaint inspections require a full inspection to be conducted.