

UNIT INSPECTION POLICY

The company goal shall be that each unit receives a thorough physical inspection **at least twice** per calendar year; however, in situations where extraordinary work or deferred maintenance is required, it may be more realistic for supervisors to assign units on a slower schedule. After the property has been brought back to satisfactory condition, the goal of twice per year should be required.

- Inspections shall be carried out at an average rate sufficient to accomplish the goal specified by the supervisor on the *Unit Inspection Log - form M-14*. Turnover units are counted as units inspected in calculating the average rate.
- In order to meet the monthly goal, the manager should select units to be inspected in the following order:
 1. Turnovers automatically count as an inspection.
 2. Units that have NOT been inspected within the past six months. Conduct these in conjunction with work orders called. As work orders are called in the manager should check to see if the unit has been inspected within the last six months. If it has not, an inspection will be done at the same time the work order is accomplished.
 3. Units that have received new carpet, vinyl, range, or refrigerators should also be inspected at the time of installation.
 4. Units that have not been painted within 5 years. Every unit that is painted should be inspected while being painted.
- The Head Maintenance and/or the Manager are ultimately responsible for the quality of the inspection work performed and should personally inspect and approve the condition of the unit **after** the work has been completed. This personal inspection is required in order to assure that the high standards set by the company have been adhered to.
- The inspection should be conducted by entering the unit and proceeding from left to right covering the entire unit, and eventually ending up back at the front door. The maintenance worker who was assigned responsibility should be present in order to point out any deficiencies or shortcomings in order to teach the employee what standards are acceptable. Particular attention should be paid to health and safety items.
- All repairs, both completed and outstanding shall be noted on the *Unit Physical Inspection - form M-2*. In addition to physical deficiencies, the inspector must look for

and note lease violations such as unauthorized pets, unauthorized lodgers, storage in furnace rooms, cleanliness of the unit, etc. A copy of the inspection should be left in the unit with instructions to the resident to correct deficiencies under his direct control.

- Upon returning from the unit, the Manager should inspect the *Unit Physical Inspection - form M-2*, checking for additional work to be done on the unit. Any additional work shall be assigned by way of a new work order as soon as possible. The manager will also issue appropriate lease violation notices for resident caused deficiencies and violations.
- After all repairs in conjunction with the inspection are complete, the Manager will log the unit and completion date on the *Unit Inspection Log - form M-14*. If the unit was painted, or received major components such as carpet, tile, range, refrigerator, etc., the date must be posted on the *Major Component log - form M-7*. Related work orders should be filed in the manner described in the Work Order Policy.
- In the event a resident was instructed to correct a deficiency under his control, a follow-up inspection should be scheduled within 12 - 14 days.