



HAP CHECK NEWS

THE HOUSING AUTHORITY OF THE CITY OF LONG BEACH OWNER NEWSLETTER

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New Computers and Software Improve Inspection Process

The use of the new Fujitsu tablet PCs in the field by the inspectors along with the implemented new inspection software have greatly improved the efficiency of the inspectors and improved the consistency of the inspections according to Inspections Coordinator Saulo Amezcua.

One of the biggest improvements is that the inspections reports can now be up-loaded directly from the tablet PCs to the City's mainframe computer. This streamlines the reporting process to you, the property owners, to the tenants and to HUD. The reports are now computer generated, give more detailed information and are easier to read.

In turn, due to the new software and tablet PCs, you may experience some changes in the inspection process, which you believe may be new, but they are not—they are part of HUD's and/or the Housing Authority's current procedures.

- ❑ HUD requires that units be inspected within a 12-month cycle. To ensure that we meet that requirement, inspections are scheduled on average on a 10-12 month cycle.
- ❑ "No Show" / "No Entries" are considered a failed result in our computer system, so please make sure that someone, 18 years or older is present on the date of the inspection. Also, if you reside in a gated community, please make sure to make the proper arrangements to allow the inspector to enter the complex. For example, place a note posted on the gate informing the inspector to call a certain number.
- ❑ Two failed inspections will automatically start the abatement process and stop your next HAP check. This is not a new process. The new software makes this process more efficient.
- ❑ Once the unit "passes" inspection, your HAP will be released. The abated money will be **automatically deducted** from your next HAP payment.

If you have any questions, please feel free to ask one of the inspectors or call Mr. Amezcua at 562-570-5301 or send him an email at saulo.amezcua@longbeach.gov.

Issues with Outlets Resulting in Re-inspections

A reoccurring issue that results in re-inspections has to do with the GFI outlets. Currently, Inspectors are using 3-Prong Testers to test proper wiring of 3-prong outlets.

However, a majority of the older rental units in Long Beach were built prior to the enforcement of 3-prong outlets and some owners chose to replace the approved 2-prong outlets with 3-prong outlets, to address the demands of newer appliances. But, in some cases, the outlets were upgraded to 3-prong outlets without properly upgrading the entire electrical wiring in the house. Consequently, every time Inspectors test the 3-prong outlets, they get faulty readings. And, per the HQS guidelines, faulty or improperly wired outlets are considered a "Fail" item during an HQS Inspections.

Has this happened to you? To ensure that your house is properly wired, please consult a professional electrician and obtain the necessary Building Department approved clearance to correct the deficiency. Once completed you can call the Inspections Department to schedule a re-inspection.

Signing-up for Direct Deposit

Please note, when signing up for direct deposit or making a change to your direct deposit account, depending on when you send in the request, it can take up to two payment cycles before the direct deposit becomes effective. During this time if you are owed funds, you will receive a check.

Also, if you send us your email address, we can send your direct deposit notification via email, which is faster, more cost efficient and green. If you have any questions, please contact Royce Bell at 562-570-6349 or royce.bell@longbeach.gov.

Upcoming Holidays

The Housing Authority Bureau will be closed Monday, July 5, 2010, for Independence Day and Monday, September 6, 2010, for Labor Day.



Report program abuse. Call the Fraud Hotline at 562-570-SEC8 (7328).