



Housing Inspections – Frequently Asked Questions (FAQs)

* **Inspection questions or to request a special inspection:** email us at HA-Inspections@longbeach.gov

Who will inspect my unit?

The Housing Authority of the City of Long Beach inspectors will conduct all HUD inspections. All the inspectors are trained and certified to conduct inspections according to HUD Housing Quality Standards.

How long does it take to get an initial inspection?

When a complete and accurate Request for Tenancy Approval packet (RFTA) is submitted to the Housing Authority, it can take 5 business days to process the documents. Once the RFTA packet is approved Inspections Department will process the rent reasonableness and email the owner/property manager to ensure the rent will be accepted. If the rent is accepted, the initial inspection will be scheduled within 5 business days. Submitting incomplete or incorrect information on the RFTA packet will delay this process. Initial inspections will be scheduled via email/phone.

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

Water, Gas and Electricity services are required to be turned on during the scheduled inspection. HQS inspection standards check for properly operating gas and electric appliances, hot/cold water, leaks, properly functioning lights and outlets, and several other areas that can only be properly tested with these three utilities turned on. If these utilities are turned off for the inspection will not be scheduled. If the utilities are off during the inspection is not conducted and it will be rescheduled. The owner will contact the inspection department to reschedule the inspection

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

No. The unit needs to be “move-in” ready for the initial inspection. If there are unfinished repairs or missing owner-provided appliances, the unit will fail inspection. If unit fails the initial inspection, the owner must repair the deficiencies within 10 business days and contact the inspections department via email at lbhainspections@longbeach.gov to schedule a re-inspection.

How often will my unit be inspected?

Units will be inspected prior to move-in (initial Inspection). Units will be inspected annually (12 months) for Housing Opportunity for Participants with

AIDS, Shelter Plus Care, Project Based participants and biannually (24 months)
Housing Choice Voucher participants.

How will I be notified of a scheduled annual inspection?

The inspection notice letters will be mailed approximately 2-4 weeks prior to the scheduled inspection date. Except for initial (move-in) inspections, these will be scheduled over the phone or via email. Please keep mailing addresses and phone numbers current and send any updates or changes in writing. Owners/Property Managers may access the owner portal to obtain information regarding upcoming inspections.

Do I have to be there for the inspection?

It is the shared responsibility of the tenant and landlord to ensure someone over the age of 18 is present for inspection. After receiving the inspection notice contact the tenant to arrange for someone to be present on the day of the inspection.

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

HUD establishes the Housing Quality Standards (HQS) at a national level to be used by all housing authorities. Each Housing Authority can adopt additional inspection standards (i.e. local) once the changes are detailed in the Long Beach Housing Authority's Administrative Plan.

Will I receive a letter if the inspection passes?

No. The Long Beach Housing Authority will not mail letters for a passed inspection. The inspector will notify the adult present of the inspection status at the end of the inspection. The owner can review this information via the owner portal. If the unit fails inspection, the inspection report will be mailed to the participant. The owner can obtain a copy of the inspection report via the owner portal.

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

The second inspection will be scheduled within 30 days from the first inspection for non-life-threatening deficiencies. The second inspection notice will be mailed to both participant/landlords. The inspection report will contain the complete list of failed items and the next scheduled inspection date. Life-threatening deficiencies must be repaired within 24 hours. If the life-threatening deficiencies are not repaired within 24 hours, the Housing Authority Payment will be abated for owner-caused deficiencies. If the life-threatening deficiencies are caused by the participant, the assistance may be terminated.

Who is responsible to fix the items that fail?

It is the shared responsibility of the landlord and participant 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 address a broken bedroom door, the owner can choose to repair and pay for the door, charge the tenant for the repair or have the tenant repair the door. 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 that fails inspection twice for the same failed items will enter abatement the first of the month following the second failed inspection. The owner and participant will receive a lease/contract termination notice indicating the abatement date and termination date.

What does it mean when a unit is in abatement?

A unit is abated for one (1) month starting on the 1st of the month following the second failed inspection. During abatement Housing Assistance Payment (HAP) is withheld from the owner. The tenant is still required to pay their of the 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 payment will be withheld for a unit that is not in compliance with HQS standards (2 failed inspections). The Housing Authority must not pay for a unit that does not meet Housing Quality Standards. Payments will only resume once the HQS inspection passes. The payments will not be made retroactively and may resume on a pro-rated basis beginning on the date of the passed inspection.

What is a Quality Control Inspection?

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

Does the Housing Authority Conduct move-out inspections?

No. The Long Beach Housing Authority will not conduct move-out inspections.

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 HQS inspection, the inspector is required to return within 24 hours to check the status of the emergency fail item(s) only. Here is a list of the items or conditions that will result in a 24-hour failed inspection:

- Lack of security for unit
- Ceiling imminent danger of falling
- Major plumbing leaks or flooding
- Gas Leak or fumes
- Electrical problem that could cause shock or fire
- Lack of heat
- Utilities turned off (will be marked participant or owner responsibility)
- No hot water
- Obstacle preventing tenant entrance or exit
- No functioning toilet in the unit
- No working smoke or carbon monoxide detector
- Any other life-threatening issue cited by other agencies within jurisdiction
- Missing smoke detector or carbon monoxide detector

The Inspector will attempt to contact the owner/agent while at the unit 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 is the inspector looking for during an inspection?

There are 13 key areas covered by HQS Inspection:

- Sanitary Facilities
- Food Preparation and refuse disposal
- Space and security
- Illumination and electricity
- Thermal environment
- Structure and Materials
- Interior Air Quality
- Water Supply
- Lead-Based Paint
- Access
- Smoke Alarms
- Site and Neighborhood
- Sanitary Conditions

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What type of Inspections are Performed?

- **Initial inspections** - the first inspection of the unit before a lease can be signed and the participant can move in
- **Biennial inspections** – an inspection of each unit must be completed within 24 months of the previous inspection to ensure compliance with housing quality standards.
- **Annual inspections** - an inspection of each unit at least every 364 days to ensure compliance with housing quality standards
- **Special inspections** - Housing Authority is informed by the participant, landlord, or 3rd party that there is a problem/complaint with the leased unit and some type of corrective action may be required.
- **Quality Control Inspections** - A supervisor re-inspects a unit to ensure the quality of the inspection and to ensure that the unit meets all of the HUD requirements.