2016

ONPHA Conference and Trade Show

LET'S GROW TOGETHER

601

Unit Inspections:
How, When, and Why

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ONPhA

Introductions

Overview

- Purpose of unit inspections
- Organizing your inspections
- Privacy and other considerations
- Conducting inspections
- Follow-up

Goals of Unit Inspections

- Understanding the state of your buildings
- Addressing health and safety concerns
- Preparing for unit turnover
- Maintenance planning
- Tenant well-being and policies

When to inspect

- With a new tenant before move-in

- Following up on existing concerns

- Once annually

- Before move-out

- New construction

Organizing Unit Inspections

- Prepare inspection forms
- Prepare spreadsheet/database for results
- Decide which staff will do them
- Schedule inspections
- Deliver notices
- Tools and equipment

Inspection forms

- Customize to your building
- Space for comments
- ONPHA has a template to start with

True North Non-Profit Unit Inspection Sheet

Unit :	Inspected by:		Date:	
Entrance	Notes		**Misc:**	
Door {peep hole, lock, door closer}			Tenant concern (see notes)	
Hall closet			Recycle bins	
Ceiling			Bedbugs	
Walls			Other pests	
Recepticals			Hot Plates	
Faceplates			Moisture	
Tile				
Baseboard				
Caulking				
Electrical Panel				
Bathroom				
Ceiling				
Walls				
Recepticals				

Unit :	Inspected by:	Date:

Kitchen		Notes
Ceiling		
Walls		
Recepticals		
Flooring		
Baseboard		
Taps		
Sinks		
Fan		
Stove		
Fridge		
Cabinets		
Counters		
Screen		
Window		
Light fixture		
Living room		

Collecting results

- How will you use the results?
- Who will be using the information?
- How will you identify urgent priorities?

BUILDING: Building Name Here

Unit #	Names of Tenants	Age	Date of Inspection	Level of Clutter		Level of Clean-liness		Brief Statement On Unit (pests (specify), garbage, cleanliness, health violation, access issues, fire hazard, hazardous products, neglected pets, damage to unit, etc)	Vulnerability, Supports (children at risk, mental health, frail elderly, disabled, sick, Agency support on file? Other contacts?)	Lead Staff / Action Plan (meeting, follow up inspections, PH or Fire involvement needed?, connection to services, de-clutter support, N5)	Follow Up Notes (Aware of clutter &health/safety risks? Willing to accept help? Denied entry? Next Steps?)
			Date								
				Low		Low					
				Med		Med					
				High		High					
			Date								
				Low		Low					
				Med		Med					
				High		High					
			Date								
				Low		Low					
				Med		Med					
				High		High					

NAME HERE - 2016 Unit Inspections

BUILDING: _____   Date: _____

Unit #	Electrical	Light fixtures	Faceplates	Plumbing	Plumbing fixtures	Paint	Fridge & Stove	Caulking	Parquet	Tile	Windows	Balcony doors	Doors etc.	Fire Safety	Comments
101															
102															
103															
104															
105															
106															
107															
108															
109															
110															
111															

Schedule

- 8am to 8pm
- About 10 minutes for a bachelor unit
- About 20 minutes for a 2-bedroom unit
- Better to under-estimate the number of units

Notice to tenants - Basics

- Post notices around the buildings a couple of weeks early
- At *least* 24 hours notice legally required
- Give the clearest information possible

Notice of Entry

Date: November 24th, 2016

Dear Janet Doe:

Staff will enter your unit on November 28th between 9am and 4pm for your annual unit inspection.

- Details
Add more information here as needed
- Details
And more information

If you have questions or need to let us know anything before your inspection please contact the office at 705-555-5555 or admin@nph.org

Thank you for your cooperation.

Sincerely,

Property Management

Notice to tenants – Other Information

- Why are you doing inspections?
- Are you going to be taking photos?
- What do I do with my pets?
- Are you looking at how my family lives?
- Do I have to be home?
- How long will it take?
- What if I don't want my unit inspected?
- What do you do with the results?

Tools and equipment

- What do you need?

Tools and equipment

- Clipboard
- Numbered inspection forms
- Pens
- Notices of Entry (optional)
- Circuit tester
- Screwdriver
- Camera

Privacy and security

- Information about a tenant is private
  - Cleanliness, clutter, pets, pests etc.
  - Information about any tenant's living situation
- Photos that include people's belongings are private information

Working with Tenants

- Tenants often the most knowledgeable about unit
- Be flexible if a tenant is not prepared
- Treat tenants' homes with dignity and respect
- Tenants who won't allow access

Concerns for tenants

- Pests
- Extreme cleanliness concerns
- Unsafe living conditions
- Hoarding/excess clutter
- Pets poorly looked after

Pests

- Bedbugs
  - Stop inspection if you find bedbugs?
  - Check "resting areas" (beds, couches) and move on from there
  - Creases and folds in linens
  - Mattress and box spring seams and stitch lines
  - Bed frame

Bed bugs and fecal spots along a mattress seam

Bed bugs on a
metal bed frame

Pests

- Roaches
  - Nocturnal
  - Found in areas with moisture
  - Check bathrooms, kitchens
  - In cupboards, behind stoves, in drawers
  - Can cause illness
  - Travel easily between units
  - Difficult to eradicate

Hoarding

- Also referred to as excessive clutter
- Signs:
  - Cannot use rooms or furniture for their intended purpose
  - Can't move freely or safely
  - Emergency services couldn't access the unit
  - Unstable piles of things
  - Vents or heating blocked
  - Hallways are obstructed
  - Doors won't open all the way

Clutter Image Rating: Living Room

Please select the photo below that most accurately reflects the amount of clutter in your room.

Questions?

How can ONPHA help you?

1. **Visit ONPHA online:**
   onpha.on.ca
   - handbooks and guides
   - InfoONs
   - FocusON

2. **ONPHA Member Support Hotline:** 1-800-297-6660

3. **ONPHA Education Program**
   - Online courses: RGI, RTA, Finance and Governance
   - Webinars
   - In-person training

4. **ONPHA Conference**
   - Join us in 2017
   - Niagara Falls: Nov 3 - 5

Thank you!

? Questions? Email member.support@onpha.org or call 1-800-297-6660, or 416-927-9144 x 115

ONPHA values your opinion. Please complete a workshop evaluation.