2016 ONPHA Conference and Trade Show

601 Unit Inspections: How, When, and Why

PRESENTED BY: Emma Lander, Coordinator of Member Services, Ontario Non-profit Housing Association





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



#ONPHAconf

Inspection forms

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









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			
Personal address			

Unit :	inspected by:	Date:
ütchen	Notes	50
eiling		
Walls		
ecepti cals		
looring		
aseboard		
aps		
á nks		
an		
tove		
ridge		
abinets		
ounters		
creen		
Window		
ight fixture		

Collecting results

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



Let's Grow Together | 2016 ONPHA Conference and Trade Show



BUILDING:

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)	<u>Vulnerability, Supports</u> (children at risk, mental health, frail elderly, disabled, sick, Agency support on file? Other contacts?	Follow Up Notes (Aware of clutter &health/safety risks? Willing to accept help? Denied entry? Next Steps?)
			Date					
			8	Low	Low			
				Med	Med			
				High	High			
			Date	Low	Low			
			2	Med	Med			
		8	24	High	High			-
			Date	Low	Low			
				Med	Med			
		- 1		High	High			

NAME HERE - 2016 Unit Inspections



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?



Let's Grow Together | 2016 ONPHA Conference and Trade Show



Tools and equipment

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





Let's Grow Together | 2016 ONPHA Conference and Trade Show



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

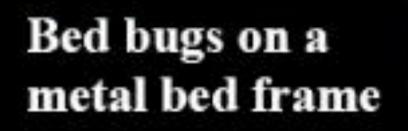






#ONPHAconf

Bed bugs and fecal spots along a mattress seam



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





Let's Grow Together | 2016 ONPHA Conference and Trade Show

#ONPHAconf





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?





Let's Grow Together | 2016 ONPHA Conference and Trade Show

#ONPHAconf

How can ONPHA help you?

1. Visit ONPHA online:

onpha.on.ca

- handbooks and guides
- InfoONs
- FocusON

3. ONPHA Education Program

- Online courses: RGI, RTA, Finance and Governance
- Webinars
- In-person training

- **2. ONPHA Member Support Hotline:** 1-800-297-6660
- 4. ONPHA Conference
 - Join us in 2017
 - Niagara Falls: Nov 3 5



Let's Grow Together | 2016 ONPHA Conference and Trade Show

#ONPHAconf

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.