

**ATTACHMENT A**  
**Modified Protocol For New York City Housing Authority**

As a result of the NYCHA policy of not entering units when the resident is not home, REAC has modified the current REAC protocol for doing inspections in for that housing authority. The pre-inspection process currently used by inspectors has not changed. The post inspection process currently used by inspectors has not changed. However, the actual inspection process has changed.

MTB will work with the contract inspector to aid in the scheduling process throughout the Task Order:

- A proposed schedule will be worked out between the inspector and MTB using the modified protocol.
- Once the proposed schedule has been accepted by the inspector MTB will transmit it to NYCHA for confirmation.
- When NYCHA and MTB have confirmed a schedule and all parties agree, MTB will send the certified letter. **INSPECTORS DO NOT SEND THE CERTIFIED CONFIRMATION LETTER FOR THE NYCHA INSPECTIONS.**

**Modified Protocol**

Inspectors will be allowed to perform inspections on Monday through Friday, 8am to 7pm. Inspections will not be conducted on Sundays and holidays unless approved by REAC and the Housing Authority.

Inspectors will be allowed to have multiple inspections in process at the same time. Therefore, an inspector could verify a profile and conduct the Site, Exterior, Systems and Common Area portion of the inspection for a property in the morning and then again in the afternoon on one day as long as they can return to the same two properties 72 hours later and complete the Unit portion of the inspection in the morning and afternoon of the two respective properties.

The following modified steps must be followed once the contract inspector arrives at site on the first day of the inspection:

- Meet with the POA representative as per normal REAC protocol.
- The inspector will arrive on the first day of the scheduled inspection, verify the property profile, request a listing of the uninspectable units (based upon the following acceptable reasons: vacant, temporary off-line, police restricted areas, occupant refusal such as sickness, and other hazard such as vicious animal) and generate the sample. After generating the sample, the inspector will verify the units selected in the sample with the uninspectable list and select an alternate to replace the uninspectable unit, if necessary.
- Generate the sample as per normal REAC protocol.
- Provide the POA with the list of sample units once the sample has been generated. The POA will then have the opportunity of notifying the selected residents of the inspection.

- The inspector may then inspect the **SITE, BUILDING EXTERIOR, COMMON AREAS, AND BUILDING SYSTEMS** (or whatever portion of those four areas that can be accomplished based on schedule) only on the day of the verification.
- The sample units cannot be inspected until 72 hours after the sample has been generated excluding Sundays and holidays.
  - The 72 hours begins when the inspector arrives to conduct the verification.
  - Inspections begun on a Wednesday (verification) can be completed the following Wednesday (unit portion).
  - If a holiday or act of nature occurs in the designated 72 hour period, the inspection will begin on the next business day.
  - Any modification to the 72 hour time period other than described within this document will be mutually agreed upon with the contractor, NYCHA, and the REAC Representative.
  - Multiple inspections may be open at the same time. Inspectors will insure the inspections are not co-mingled, reversed, or mixed up during the download.
  - Inspector may conduct inspection of site, building exterior, building system and/or common areas immediately after generating the sample. However, units inspection cannot start until after the 72 hours requirements.

After the 72 hour period the inspector will inspect the sample units using the following procedure:

- The contract inspector will attempt to inspect all primary sample units in the building or immediate area prior to moving on to an alternate unless the POA rep has knowledge that the primary unit tenant will not be available during the given time. The inspector will make every effort to work with the NYCHA representatives to achieve entry into the maximum number of primary units prior to selecting alternates.
- Upon entering the unit the inspector must ask the tenant the following questions:
  - a. Has any HA staff visited your apartment within this past three days. If answer is "no" continue with inspection; if "yes" ask ...
  - b. What has the HA staff done in your apartments and ask resident(s) to identify the work item(s).

If the answer is yes, inspector will contact the MTB help desk immediately. Equally true if inspector believe the HA staff have made recent repairs in the units selected for sample that does not appear to be emergency nature.

- When the inspector is at the primary sampled unit for the second time and the resident is not present, the inspector is to list the unit as UNINSPECTABLE - NO KEYS and select the appropriate alternate. The procedure for selecting alternates is the same as in the past.
- The contract inspector can only select alternates up to 20% of the primary sample units (See 20% rule below). If the contract inspector can not meet sample after attempting all primary sample units and after attempting alternate units equaling no more than 20% of primary sample size then the inspection is over. Only one attempt to gain access to an alternate unit is required.
- When, after following the above procedure, the inspector can not meet sample he/she must immediately contact the REAC-QA representative and the MTB help desk before departing the property. Contact information will be provided before commencement of the Task Order.
- If the inspection can not be completed due to sample not being met and it is properly reported to REAC-QA rep/MTB help desk the inspector will make a not in the Property Comments field stating "Sample not met due to 20% rule" and include a TAC number when provided. Once a TAC number is recorded the inspection is then uploaded. This is not an unsuccessful so the inspector will be paid a full fee. (In this instance the requirement to upload within 24 hours of completion of inspection is not applicable.)
- If it is evident to the inspector that access to units will be an issue earlier in the inspection before the 20% rule has been exceeded, the inspector is to call the MTB help desk. The MTB help desk will in turn contact the REAC representative to make a decision regarding whether the inspection is to proceed or be considered unsuccessful.

#### 20% Rule

Determining the number of alternates that can be attempted during inspection is calculated by multiplying the number of primary units in the generated sample by .2 then rounding up to the next whole number. For example if sample size is 20 units then the inspector can only attempt 4 alternates before terminating the inspection ( $20 \times .2 = 4$ ).

If sample size is 17 then the alternate unit count again is 4 units ( $17 \times .2 = 3.4$  which rounded up to the next whole number is 4).

#### **HEALTHY AND SAFETY**

If the inspector identifies any health and safety hazards on the site, which pose an immediate threat to the health or safety of the residents, the Inspector must provide a written notification of such hazards to the O/A's representative. (See Exhibit B).

The Inspector must obtain a signature from the O/A representative on the form acknowledging receipt prior to leaving the property site. If the O/A representative refuses to sign the form acknowledging receipt, the Inspector is to note such refusal on the form, provide a copy to the O/A representative.