

PUERTO RICO PUBLIC HOUSING ADMINISTRATION

Carlos G. Laboy Díaz  
Administrator



April 7, 2003

Mrs. Elizabeth Hanson  
Director  
Real Estates Assessment Center (REAC)  
US Department of Housing and Urban Development  
1280 Maryland Avenue Suite 800  
Washington, D.C. 20024-2635

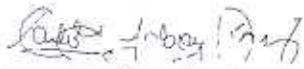
RE: PRPHA REAC Inspection Protocol

Dear Mrs. Hanson:

I am enclosing for your review and approval the revised version of the agreement between HUD and PRPHA for the inspection protocol and responsibilities to be used to conduct inspections pursuant to UPCS and PHAS.

If you have any question feel free to call me at (787) 274-2646.

Cordially,



Carlos G. Laboy Díaz

**AGREEMENT BETWEEN  
U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
AND  
THE PUERTO RICO PUBLIC HOUSING ADMINISTRATION**

This document outlines the methodology to be used to conduct inspections of PRPHA public housing pursuant to the Uniform Physical Condition Standard (UPCS) inspection software and protocol and the Public Housing Assessment System (PHAS) regulation at 24 CFR 902.

**Inspection Protocol and Responsibilities**

**1. Inspection Protocol:**

The HUD contract inspector (the inspector) will contact the PRPHA to schedule public housing properties for inspection.

For the property selected for the inspection, both the PRPHA and the inspector will follow the modified protocol discussed below:

- The inspector and the PRPHA will allow sufficient time to conduct a thorough and accurate inspection performed in accordance with the Uniform Physical Condition Standard (UPCS) inspection software and protocol. In scheduling the inspections, consideration should be given to the following as a benchmark: During recent HUD inspections of PRPHA properties: a 300 unit property took approximately 2.5 days including completion of Exigent Health and Safety forms, a 148 unit property took approximately 11 hours in a single day and a 48 unit property took approximately 6 hours in a single day.
- 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. Once a finalized units list is established, the inspector will provide the list of primary units to the PRPHA and to the Resident Councils who will proceed as described below to ensure access to the selected units.

- Upon receiving the primary units list, the Resident Councils will be responsible for the delivery of the resident notification letter to each primary unit.
- The inspector will return to the property 24 hours later and conduct the inspection of all areas in accordance with the UPCS inspection software and protocol.
- The PRPHA will contact the residents on the day of the inspection to remind residents regarding the scheduled inspection.
- Upon receiving the unit lists, the PRPHA and resident representatives will ascertain the extent to which the residents are or are not at home. The PRPHA will advise the inspector, which residents are home, and the anticipated arrival of residents who are not at home as soon as such information is obtained.
- Where the PRPHA has been provided with the units in the sample, the PRPHA will contact each resident that evening and request that they provide written information when they will be home during the day of the inspection.
- The inspector will inspect all areas in accordance with the UPCS inspection software and protocol.
- During the inspection, the inspector will select alternate units for any primary unit that's inaccessible due to "No Key". In the event the inspector is unable to get into any of the primary units and after the inspector has exhausted alternates equal to more than 20% of the primary units lists, the inspector will contact the REAC designated central point of contact and secure approval to halt the inspection. The property will receive a score of "zero" for units' inaccessibility.

## 2. PRPHA Responsibilities: PRPHA will:

- Notify residents and resident organizations of the upcoming inspections and the necessity for HUD inspectors to be provided with access to units selected for inspection. Such notifications should not be limited to a single event.

- Coordinate with the HUD Caribbean PIH staff and the Resident Councils to conduct a series of publicity events to facilitate resident cooperation and maximum participation.
- Provide an initial resident notification to each resident and post notices in conspicuous places around the property 24 hours prior to the scheduled inspection. A second resident notification letter will be drafted for the residents residing in the primary units. The resident notification shall include language indicating the PRPHA will be working with the Resident Councils to assist in delivery of notification letters to residents residing in units selected in the sample.
- The second resident notification letter shall include language requesting that any resident who anticipates being absent the day of the inspection provide access through other means. For example, the resident may give keys to the unit to a relative, friend, resident leader or the property manager who will be available to provide access.
- Identify the Resident Councils that will be involved with the 24 hours residents notification process. Conduct meetings with the Resident Councils regarding the resident notification protocol.
- The PRHA will contact residents on the day of the actual inspection to remind residents to remain home for the duration of the inspection.
- Request that any resident who anticipates being absent on the day of the inspection provide access through other means. For example, the resident may give keys to the unit to a relative, friend, resident leader or the property manager who will be available to provide access.
- Permit inspection to be performed between 7 am and 7 pm during weekdays and on Saturdays to enable the inspector to gain access to the units in the sample while residents are at home.
- Provide personnel to accompany both the inspector and any HUD representatives throughout the inspection. Provide security for the inspector and any HUD representatives.
- Ensure that no one attempts to make repairs, except for emergency services, to the units once the sample and alternate units are determined and provided to the PRPHA. If it is

determined that repairs of any kind other than emergency were either made or attempted, the inspection will be discontinued.

- Request the Resident Council to provide a representative(s) to assist during the inspection. Such assistance can take whatever form best facilitates obtaining access to the units.
- Provide a PRPHA central point of contact for all inspections to facilitate scheduling routine communications and to resolve any issues related to the inspections. The point of contact will provide the inspector with the telephone number, including a cell phone number.

**3. HUD Responsibilities:** HUD will authorize, permit and/or direct the inspectors to take the following actions:

- Inspections to be performed beyond the time limitations provided in the contract. Inspections may be performed between 7 am and 7 pm on weekdays and on Saturdays to enable the inspector to gain access to the units in the sample while residents are at home. Specific scheduling for individual properties will be based on mutual discussions between the contractor and the PRPHA.
- Provide PRPHA staff and Resident Councils with the units included in the sample immediately after the sample is generated.
- Go to other units in the sample if the residents are not at home rather than immediately going to an alternate unit.
- Return at a later time during the day (up to 7 pm) to units skipped because the resident was not initially at home.
- Select an alternate unit only when it is apparent that access to the unit cannot be obtained on the day of the inspection or the second day of the inspection, if so scheduled.
- Contact the HUD designated central point of contact immediately upon exhausting both the sample units and 20% alternate units.

HUD will designate a central point of contact to work with the PRPHA to facilitate routine communications and resolution of any issues that may

arise during the inspections. HUD will provide the cell phone number of its point of contact to the PRPHA central point of contact.

HUD will deploy Quality Assurance inspectors to ensure that the provisions of this agreement are carried out and the inspections performed in accordance with the UPCS software and protocol.

**4. PRPHA Resident Councils Responsibilities:** The Resident Councils will:

- Attend the first day of the HUD inspection and meet with the inspector for the purpose of receiving the primary units list.
- Conduct the resident notification process, which includes delivery of the resident notification letter to each of the primary units selected.

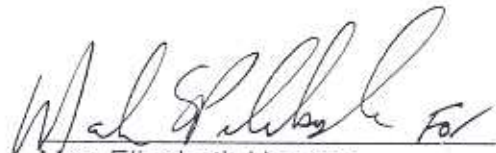
**5. HUD Caribbean PIH Responsibilities:** Caribbean PIH will:

- Coordinate with the PRPHA and meet with its Resident Councils in conducting a series of publicity events to facilitate resident cooperation and maximum participation.



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Carlos G. Laboy-Díaz  
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Puerto Rico Public Housing  
Administration



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