



Housing Quality Standards Inspectional Services Contract

This Housing Quality Standards Inspectional Services Contract (Contract) is entered into on October 1, 2023 by and between McCright and Associates (Contractor) and West Allis (Agency). The Contractor and the Agency for the consideration stated agree as follows:

Article 1. Statement of Work. The Contractor shall furnish all labor, materials, equipment, services, and insurance, and perform and complete all work required in accordance with the Agency’s specifications dated August 25, 2023, for this Contract.

Article 2. Time of Completion. The Contractor shall commence work under this Contract on the date specified in the Agency’s written Notice to Proceed.

Article 3. Contract Price. The Agency shall pay the Contractor for the performance of the contract, subject to additions and deductions as provided for in the specifications, the amounts as stated in the Contractor Fee Schedule, dated August 25, 2023.

Article 4. Contract Documents. This Contract shall also consist of the following component parts:
Agency’s RFP for Housing Quality Standards Inspection Services
Contractor’s Technical Proposal Package with Fee Schedule for Services

In the event that any provision in any component part of this Contract conflicts with any provision of any other component part, the provision of the component part first listed above shall govern, except as otherwise specifically stated.

Article 5. Term. The Contractor shall commence its performance of the Services under this Agreement as of October 1, 2023 and, unless sooner terminated pursuant to its terms, this Agreement shall continue in full force and effect for two (2) years thereafter and two (2) additional optional one (1) year terms.

Article 6. Standard Contractual Clauses. This Contract shall incorporate the standard contract clauses contained in the attached page entitled “Standard Contractual Clauses”.

Article 7. Certification. The individual signing this contract on behalf of the Contractor hereby certifies, under penalties of perjury, that (s)he has complied with all laws of Wisconsin, relating to taxes, reporting of employees and contractors.

Executed on the _____ day of _____, 2023.

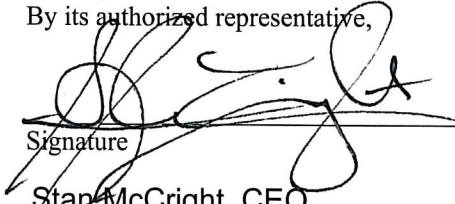
(Agency)
By its authorized representative,

Signature

Print Name and Title

McCright and Associates

By its authorized representative,



Signature

Stan McCright, CEO

Print Name and Title



STANDARD CONTRACTUAL CLAUSES

(a) Survival of Representations and Warranties. The representations and warranties contained herein shall survive the execution of this Agreement.

(b) Governing Law. This Agreement shall be construed in accordance with and governed by the laws of the State of Wisconsin.

(c) Parties agree that both jurisdiction and venue will be proper in the Courts situated in the Housing Authority's home state and county or parish.

(d) Benefits. This Agreement shall be binding upon and inure to the benefit of the parties, their successors and assigns.

(e) Savings Clause. In the event any section or part of this Agreement or any integrated document should be adjudged invalid or unenforceable, such adjudication shall not affect any other section or part of this Agreement or any integrated document, which shall remain in full force and effect as if the section, part or integrated document adjudged invalid or was unenforceable were not originally a part hereof.

(f) Headings. The headings in this Agreement are for convenience only, and shall not restrict or otherwise modify the terms of this Agreement.

(g) Waiver of Breach. No provision of this Agreement may be waived except in writing, signed by the waiving party. Failure to enforce any provision of this Agreement shall not constitute a waive of such provision. Any waiver shall not operate as, or be construed to be, a waiver of any subsequent breach.

(h) Should any party breach or fail to honor the terms, as so described in this Agreement, the non-breaching party shall be able to collect from the breaching party court costs, attorney's fees and other related costs.

(i) Except as required by laws concerning open records or other such requirements, parties agree that all the terms of this Agreement are confidential and shall not be provided to any third party without the written consent of all parties to this Agreement. This includes any specific landlord and/or tenant information.

(j) All notices, request, demands and other compuncions under this Agreement shall be in writing and shall be deemed to have been fully given on the date of service if personally served or on the third day after mailing, if mailed first class, registered or certified, postage prepaid and addressed to the party's last known address.

(k) Parties agree that the intent of the parties is that an independent contractual relationship shall exist between them. Parties hereto specifically intend that no partnership/joint venture arrangement or relationship be created what so ever by this Agreement. Furthermore, except as provided for in this Agreement, neither Party shall be considered the agent of the other, nor shall either have any right or authority to bind the other to any agreement in any way whatsoever.

(l) This agreement represents the entire agreement between parties. No modification of this agreement is valid unless it is in writing and agreed to by the parties.

(m) Unless otherwise stipulated in writing, payments will be made in the amount as reflected on the invoice. Invoices will reflect the services provided and the cost of the services; invoice(s) for inspections shall reflect the number of inspections performed. An approved and properly executed invoice shall be paid no later than ten (10) days after receipt by Agency. Such payment will constitute compensation for providing services as required under this contract.

(o) The PHA, its Vendors, Affiliates, Contractors and Third Parties will be deemed in compliance with the notification requirements if they maintain their own Security Breach procedures as part of an information security policy for the treatment of Personal Information and otherwise comply with the timing requirements of the Act, (e.g., notice must be given "in the most expedient time possible" but not later than 45 days after confirmation of the breach), and notifying affected residents in accordance with its notification policies in the event of a security breach. The law also contains other safe harbors for certain



financial institutions, trust companies, credit unions, health care providers, health care service plans and health insurers, when they are in compliance with similar data protection and notification obligations established by applicable Federal laws.

(p) Both Parties to this Agreement shall agree to defend, indemnify, and hold harmless the other Party, its officers, agents, employees, and volunteers, from and against all loss, cost, and expense arising out of any liability or claim of liability, sustained or claimed to have been sustained, arising out of activities, or the performance or nonperformance of obligations under this Agreement, of the indemnifying Party, or those of any of its officers, agents, employees, or volunteers. The provisions of this Article do not apply to any damage or losses caused solely by the negligence of the non-indemnifying party or any of its agents or employees.

(q) During the term of this Agreement and for twelve (12) months thereafter, neither party shall intentionally solicit for employment or as an independent contractor any person employed by the other party or any affiliate of the other party, if such person was involved directly in the performance of this Agreement. This provision shall not prohibit the hiring of any person who responded to general solicitations, including but not limited to, job postings published in newspapers, trade publications or on websites that did not target that person directly.

PRICING SCHEDULE

City of West Allis

Inspection Type/Service	Year 1 Pricing per Inspection/Service	Year 2 Pricing per Inspection/Service	Year 3 Pricing per Inspection/Service	Year 4 Pricing per Inspection/Service	Year 5 Pricing per Inspection/Service
Initial HQS Inspection	\$37.10	\$39.33	\$41.69	\$44.19	\$46.84
Initial Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Annual Inspection	\$37.10	\$39.33	\$41.69	\$44.19	\$46.84
Annual Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Rent Reasonableness Survey (All Annuals and Initials)	\$15.00	\$15.90	\$16.85	\$17.87	\$18.94
Special Inspection	\$37.10	\$39.33	\$41.69	\$44.19	\$46.84
Inconclusive (Excluding Not Attempted)	\$20.14	\$21.35	\$22.63	\$23.99	\$25.43
Emergency Inspection	\$42.40	\$44.94	\$47.64	\$50.50	\$53.53
Emergency Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Quality Assurance	\$42.40	\$44.94	\$47.64	\$50.50	\$53.53
Quality Assurance Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Complaint Inspection	\$42.40	\$44.94	\$47.64	\$50.50	\$53.53
Complaint Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Compliance Inspection	\$42.40	\$44.94	\$47.64	\$50.50	\$53.53
Compliance Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Inspection Cancellation by Agency (per cancellation)	\$10.60	\$11.24	\$11.91	\$12.62	\$13.38
Resident/Landlord Cancellation (per cancellation)	\$10.60	\$11.24	\$11.91	\$12.62	\$13.38
NSPIRE Inspection	\$37.10	\$39.33	\$41.69	\$44.19	\$46.84
NSPIRE Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Remote Video Inspection (RVI)	\$50.00	\$53.00	\$56.18	\$59.55	\$63.12
Remote Video Re-Inspection	\$30.00	\$31.80	\$33.71	\$35.73	\$37.87
Remote-GFCI Shipment	\$15.00	\$15.90	\$16.85	\$17.87	\$18.94
Remote-LBP Training	\$15.00	\$15.90	\$16.85	\$17.87	\$18.94


Remote-Landlord Nonresponsive/Withdrawal	\$35.00	\$37.10	\$39.33	\$41.69	\$44.19
Self-Certification	\$15.90	\$16.85	\$17.87	\$18.94	\$20.07
Rent Review	\$31.80	\$33.71	\$35.73	\$37.87	\$40.15
Additional Utility Tables	\$7.95	\$8.43	\$8.93	\$9.47	\$10.04
RR Database	\$530.00	\$561.80	\$595.51	\$631.24	\$669.11
Flat Rent Study	dependent on volume	dependent on volume	dependent on volume	dependent on volume	dependent on volume
*Call Center (per call)	\$1.86	\$1.97	\$2.08	\$2.21	\$2.34
*Inspection Cancellation by Agency (per cancellation)	\$10.60	\$11.24	\$11.91	\$12.62	\$13.38
*Pandemic Self Certification (per self-certification)	\$23.32	\$24.72	\$26.20	\$27.77	\$29.44
Management Consultation Hourly Rate	\$265.00	\$280.90	\$297.75	\$315.62	\$334.56
Specialized Reports Hourly Rate	\$159.00	\$168.54	\$178.65	\$189.37	\$200.73
Data Interpretation Hourly Rate	\$159.00	\$168.54	\$178.65	\$189.37	\$200.73
Agency Staff Training Hourly Rate (first 6 hours at no charge)	\$106.00	\$112.36	\$119.10	\$126.25	\$133.82
SEMAP Data Preparation (Indicators 5, 6)	\$53.00	\$56.18	\$59.55	\$63.12	\$66.91
Landlord/Tenant Training Hourly Rate	\$79.50	\$84.27	\$89.33	\$94.69	\$100.37
Data Bridge Creation (monthly fee)	\$250.00	\$265.00	\$280.90	\$297.75	\$315.62

Inspection fee plus a \$75 trip charge for each day worked.

Any services required outside of the scope of services set forth in the RFP will be billed at an hourly rate of \$159.00.

*These fees occur only during states of emergency.

This pricing schedule is good for 60 days from the date it was emailed.



Stanley J. McCright, CEO


August 21, 2023

Date

Waiver of Contract Bond Requirements

Pursuant to the provisions of Policy 1102, Section 5(d)(ii)(2) the undersigned hereby waive the contract bond requirements set forth in the City's Insurance Requirements for Consultants (Policy 1102 Section 5(d)(i) and Policy 1102a) for purposes of entering into a contract for the following services:

Engaging a qualified vendor to perform Housing Quality Standards inspection services in accordance with the guidelines established by the United States Department of Housing and Urban Development for the Housing Choice Voucher Program.



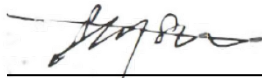
City Administrator

July 28, 2023
Date _____



City Attorney

8/28/23
Date _____



Department Head

8/25/23
Date _____

COMPANY OVERVIEW

McCright & Associates is the trusted partner of choice for public housing authorities who demand product and service excellence. After conducting **over 3,000,000 inspections** across the nation, McCright understands the unique needs of the public housing industry.

McCright & Associates, LLC (McCright) is a Tennessee chartered Limited Liability Company established in 1988 and chartered on December 31, 1997. McCright, based in Chattanooga, Tennessee, is privately owned by Stanley J. McCright, CEO. Company principal, Stan McCright, is nationally recognized as an accomplished leader in the public housing industry and is HUD certified for SEMAP 'troubled' agency turnaround. Stan has trained and certified PHA staff around the country on UPCS and HQS inspection protocols. Stan regularly trains PHA staff on PHAS score improvement strategies and has spoken at Regional and National Conferences for NAHRO. McCright representatives regularly appear on discussion panels with PHADA, NAHRO, CLPHA, and various state agencies.

McCright is a company of professionals with over 30 years of experience conducting inspections.

OUR SERVICES

In addition to HQS and UPCS inspection services, our services include HCV Program Management Services, PHA Policy Consulting, Remote Recertification Services, Rent Determination and Negotiation, Rent Reasonableness Studies, SEMAP Reviews, and Training Programs. This comprehensive public housing industry experience ensures McCright's plans and programs are based on actual experience, not perceived or textbook solutions.

KEY STAFF MEMBERS

The key members of McCright's experienced team of professionals include the Chief Executive Officer, Director of Field Operations, Project Managers, Director of Business Development, Director of Quality Assurance, Rent Reasonableness Supervisor, Inspectors, Technology and Data Management Team, and Administrative Support Staff.

RELATED EXPERIENCE

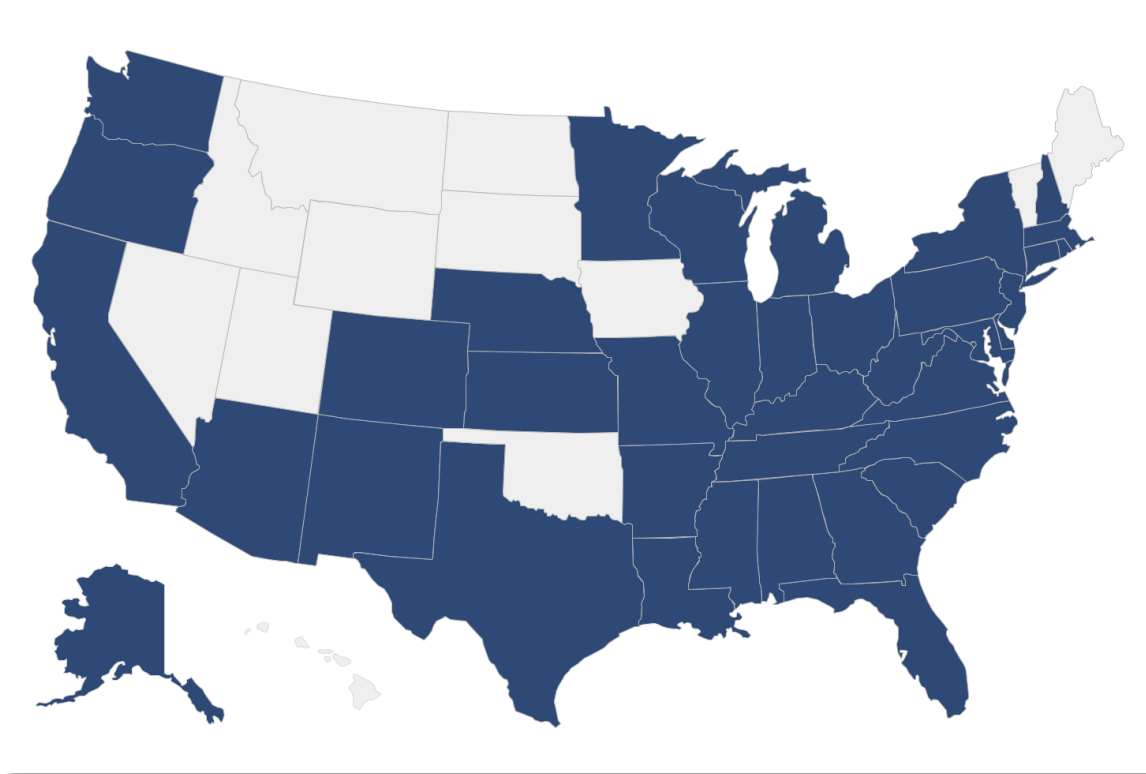
PHAs nationwide choose McCright to help them overcome challenges and aggressively manage costs and resources. McCright has the experience, capacity, and technical expertise to accomplish the Agency's Scope of Services. While your work will be similar to the other projects we have managed for over thirty years, we also realize that you will have unique needs, and the McCright team is flexible to work the way you need to accomplish your goals.

McCright currently works with PHAs across the United States **managing over 200,000 Housing Choice Vouchers**. A long record of successful projects has earned McCright an impressive client list including contracts and relationships spanning many years. McCright has experience operating agencies that range in size from 34,000 to 600 vouchers including:

New York City Housing Authority	40,000
Chicago Housing Authority	34,000
Housing Authority of New Orleans	17,000
Miami -Dade Housing Authority	6,000

GEOGRAPHIC LOCATION

McCright operates satellite offices and employs local management in the numerous markets we serve. The dark blue states on the map below indicate states McCright has or is currently conducting business. McCright currently services several inspection contracts near West Allis.



TRAINING

McCright & Associates' inspectors undergo the most rigorous **Housing Quality Standards (HQS) training** in the public housing industry. Each candidate must successfully complete a comprehensive course of study including **in-depth classroom instruction** covering Federal HQS (Title 24 CFR 982.401), lead-based paint regulations (Title 24 CFR 35), and much more. Upon completion of classroom training, each McCright inspector employs the techniques and knowledge from the classroom in a supervised field setting with a senior McCright inspector. Inspector candidates are cleared to perform solo inspections only after they receive certification from their training inspector.

In addition to accession level training, McCright's aggressive continuing education program provides periodic training to communicate protocol changes and clarification in areas of potential

confusion. Every McCright inspector is subject to a robust QA process that reviews recently completed inspections for thoroughness, professionalism, and customer service. McCright inspection supervisors analyze QA data and conduct remedial training on areas of weakness as needed. This training program is based on more than **30 years of actual field experience** in the public housing industry.

EQUIPMENT

McCright has all the necessary equipment and infrastructure to absorb the Agency's work into our existing network. This contract will represent approximately 1% volume increase to our company and therefore does not present any major barriers or burdens for us and will allow and ensure less hassle factor for the Agency.

ADVANCED TECHNOLOGY

McCright is committed to the public housing industry and invests in technology to allow clients to better serve their markets with innovations such as paperless filing environments and online inspection results. McCright continues to collaborate with partner agencies to develop new and better ways to deliver a full range of solutions to meet your needs.

With over 3,000,000 HQS inspections performed for PHAs across the country, McCright can clearly furnish sufficient organization, personnel, and management staff with the necessary training, equipment, skills, and judgment to fulfill the needs of our customers regardless of their geographic location.

eMIMS™

Proprietary developed, tested, and proven software tools to manage HCVP Inspection cycle. McCright has a 5th generation complete inspection management software developed that other vendors do not have. eMIMS™ (electronic McCright Inspection Management System) has a complete data management feature.

- Scheduling and Inspection results available to the Call Center so every caller's question can be answered in the most efficient manner.
 - We track electronically EVERY call that is received or placed by our call center.
 - NO MORE "no one called me" complaints or "No one answered the phone".
 - We can look up the number and tell where and when or if a call was received or made to Landlords and Participants.
 - Notes from every phone call are logged into eMIMS and can be viewed by the CWA's staff and other Call Center staff.
- Inspection results are available on-line 24/7/365 at www.results.mccright.com (enter in Event ID CT9PYL). Please go review this event.
 - Look at the photos of deficiencies landlords and tenants can view.
 - Agencies can see the photos and info as well.
 - eMIMS is available to all the CWA's staff for review and documentation of inspection results:
 - By Inspection (by day, type of inspection, or inspection result)
 - By Tenant/Participant
 - By Landlord

- Or data elements exported in Excel Spreadsheets for you

McCRIGHT'S QUALITY ASSURANCE PROGRAM

The Quality Assurance Program does not stop with Inspections only, like most of our competitors. Our system does not stop with “did the inspector do a good inspection?”. We have developed, tested and proven a system that measures multiple variables to give our company and your agency a great measurement of performance.

- We measure Inspectors' Technical Competency, Productivity, and Customer Service.
- We measure the Call Center Staff's Technical Competency, Productivity and Customer Service.
- We measure our Rent Determinations Departments Technical Competency, Productivity and Customer Service.

The rating factors used will develop a percentage score with 100% being perfect, and 75% being the minimum acceptable passing score. Any person in any department that scores below a 75% will be given specific improvement strategies and reassessed in 30 to 60 days.

Inspectors also have ride along inspections conducted by the QA department and ride along inspections with the Regional Manager and Site Manager during the course of a quarterly review.

Call Center Staff are monitored on an ongoing basis by their Team Leader. Calls are monitored and rated the same standards of performance are used (75% acceptable).

The Rent Determinations group has acceptability criteria that must be met with Rent Determinations, Comparable properties in their database, and Customer Service and productivity.

These QA programs have helped us focus our attention on what is important to the client and what is important to our customers, you the Agency. We believe these programs set the standard for all competitors we have encountered in the Industry. Our organization is built around this business model for all agencies.

STAFF TRAINING

McCright & Associates has a sound training program for 4 different groups of HCVP and eMIMS.

- CWA staff will be trained on eMIMS.
- McCright Call Center staff are trained on eMIMS, and also go through the HQS training class, and people management training classes.
- McCright Rent Determination staff are trained on eMIMS, Rent Determination CFR guidelines, HQS training class, and people management training classes.
- McCright Inspection staff are trained on eMIMS, Rent Determination CFR guidelines, HQS training class, and people management training classes.
 - The Inspectors spend 5 days in classroom training on regulations and operating procedures.
 - The Inspectors who score 80% or above on the final exam then spend 10 days being field certified before they become HQS Certified.

NETWORK OPERATIONS CENTER

We believe McCright & Associates is the only firm specializing in Inspections in the Public Housing Industry who focuses our resources on providing a stable and secure network operations center. This is not a desktop with data management. McCright has a Tier 2 NOC protecting your data and operating processes. There are three areas of data management we outline in the next capacity statement under Infrastructure (Stability of Systems, Integrity of Data, and Disaster Recovery Plan).

HUMAN CAPITAL

INSPECTION STAFF

McCright currently employs 50+ Certified HQS Inspection staff members and 9 UPCS Inspection staff members who will be available to support startup transitions as the needs arise. McCright has the human capital to have successful rollouts. For example, on June 2, 2008 when McCright took over the inspection process for Chicago Housing Authority, there were 4,600+ families (this represented 45+ days in wait time) in the “RFTA” process of either waiting for an Inspection or a Rent Determination. On December 31, 2008 the total number of families was 490 (7 days in wait time). The process of having McCright staff with newly hired staff in the Chicago process ensured that success. In an independent survey conducted by CHA, McCright had a 95% “Satisfied Customer Rating”. The human capital deployed for the CWA will ensure that the priorities of the program are met with the greatest customer service. Our staff understands the need to satisfy your clients.

CALL CENTER STAFF

Currently, McCright’s Call Center has a SLA (Service Level Attainment) of 80% of all calls answered within 120 seconds. We have an integrated computer system that allows the Call Center Staff to answer questions immediately for Landlords and Participants. We answer 99.5% of all calls the first time a person reaches our call center staff within 47 seconds and the results of the call are documented in our system that CWA’s staff can see as well.

SCHEDULING STAFF

The capacity of the scheduling staff and computer programs we use can increase in volume 200% before we have to add more servers or people. Our process of scheduling includes the following steps to ensure the lowest number of inspection attempts and outcomes:

1. The Agency’s database is extracted and all addresses will be processed through the United States Postal Service database to ensure “deliverable” mail notifications.
 - a. All addresses will be standardized using the 4 state barcoding systems to keep postage expenses as low as possible.
 - b. McCright can also (optional, not included in price proposal) create a “mail tracking ID” which will tell us when each letter left our Bulk Mail Operation and when it arrived at your local Post Office for delivery if desired.
2. Each address is geocoded for future reference and routing to keep the mileage to a minimum and keep your costs lower.

3. Each inspection is assigned a time window as agreed upon with the agency and set a time and date.
 - a. Notifications are then mailed to both the Landlord and Tenant.
 - b. McCright can also email the notifications if the CWA provides valid addresses for landlords and/or participants.
4. Each inspection event is assigned a unique “Event ID”. This Event ID is the number for Landlord and Participants to retrieve information on their inspection at www.results.mccright.com.
5. Reminder calls are generated for each Landlord and Participant two (2) days in advance of the inspection to help them remember their inspection date.

INFRASTRUCTURE

STABILITY OF SYSTEM

McCright hosts and operates its own Network Operations Center (NOC). We have the servers that store our client’s data co-located off site in a facility that has redundant power sources for both electrical and internet access. This means to the CWA that we can continue our services 99.9% of the time 24/7/365. The system was tested dramatically on April 27, 2011 when over 190 tornadoes hit this region and over 180,000 people were without “electrical service from EPB our provider”. Our NOC’s secondary LP gas generators continued to provide the power needed for the next 10 days until EPB could restore power to our facility. None of our customers were without access to their data, and our customers’ inspection services and call center responses were uninterrupted. You can count on our stability.

INTEGRITY OF DATA

McCright will back up the CWA’s data twice a day. The backup routine is executed at 2 PM and 2 AM every day. The database and operational backup is located outside our geographic corridor so the probability of the same storm hitting both sites on the same day is reduced to the best possible situation. You are not dependent upon one single database located in the same building.

DISASTER RECOVERY PLAN

McCright has a Disaster Recovery Plan that includes an offsite “temporary” call center, scheduling and data management site identified and functional if the main facility were to be destroyed through fire and/or a storm. We invest more in our infrastructure stability so you can rest assured that your needs and the needs of your clients are not hanging by a thread in the event of unplanned occurrences. McCright’s Pandemic Strategy plan includes the ability to adjust schedules for inspectors, reroute and cancel inspections in response to targeted areas and provide notification to all parties indicating changes and adjustments. These emergency adjustments are also populated to the web portals for instant notifications. The fee structure for this strategy is listed on the submitted pricing.

FINANCIAL CAPITAL

McCright has the financial stability to continue to absorb the CWA’s business into our operations. Confidential financial statements can be made available upon request.

MARKETING DEMOGRAPHICS

McCright & Associates began in 1988 servicing Public Housing Authorities and continues today to focus exclusively on providing quality products and services to only the PIH/HCVF programs. 100% of McCright's Human, Infrastructure, and Financial Capital are focused on public housing authorities' business. We have developed state of the art systems created through practical experience to serve you and your clients better.

EQUIPMENT AND TECHNOLOGY

HANDHELD DATA STORAGE DEVICE

Typically, McCright's inspectors utilize a company owned handheld data storage device with specifically designed proprietary software to record and store the results of each inspection. Inspectors also utilize this device to download their daily schedules and transmit the results data into McCright's proprietary eMIMS system. McCright inspectors transmit this data via the internet at the end of every day they conduct inspections.

GLOBAL POSITIONING SYSTEM RECEIVERS

McCright generated inspection schedules include geo-coordinates for all scheduled properties and all McCright inspectors use handheld GPS devices to assist them in locating their assigned properties.

eMIMS™

eMIMS, McCright Information Management System, is a web-based proprietary software system that allows Agency staff to conduct business from their desk. The eMIMS system completes ALL the reporting tasks required by the HQS inspection program. eMIMS incorporates the following features:

- Available 24/7 365 days per year
- All documents, images, and Special Amenities Forms are available
- All correspondence generated and stored in the system will retain the original date generated as the "static date"
- The eMIMS system has the following search abilities:
 - Client Name (if provided by the CWA)
 - Client Number (if provided by the CWA)
 - Street Number
 - Street Name
 - Apartment Number
 - Vendor Name
 - Vendor Number
 - Inspection Date

McCright provides its customers with a 3-day advanced notice of any planned downtime for maintenance or updates.

All eMIMS data is backed up twice daily at 2:00 PM and 2:00 AM EST. These backups are stored off-site for safety and security.

eMIMS MOBILE

eMIMS Mobile allows landlords and tenants participating in the HCVP of local housing authorities serviced by McCright & Associates to access their scheduled and inspected HAP properties from their mobile devices. Then users can search by event id or property address. The eMIMS Mobile directly interfaces with inspection results data and the collected information regarding the deficiencies cited by the inspector. Users also have the ability to view photos of the cited deficiencies.

eMIMS Mobile provides the tools necessary to track and inform participants of the daily results of inspections conducted by McCright & Associates, LLC. Streamlined, efficient, and comprehensive, this mobile app affords maintenance personnel, tenants, and landlords a quick and ready access to results, which reduces the window between inspection and abatement. User-friendly with sort features and up-to-date property information, the participant is able to maintain the property and adhere to HUD guidelines as specified by the local PHA admin plan and HUD Section 8 standards.

SCHEDULING AND ROUTING SYSTEMS

McCright's Scheduling Department incorporates logistics routing software to increase inspector efficiency. This routing is a significant energy conservation feature of doing business with McCright. The resultant schedules order the inspections to most efficiently use the inspector's time and reduce mileage. This service comes at no additional cost to the contracting agency.

DEMONSTRATED EXPERIENCE

EXPERIENCE OF FIRM

McCright has performed over **3,000,000 HQS inspections** and currently conducts over **200,000 HQS inspections annually** for over **100 Public Housing Agencies**. McCright clearly can furnish the personnel, organization, technology, and management staff with the necessary skill and judgment to perform all the duties and responsibilities normally associated with any Agency's HCV inspection function.

McCright & Associates, LLC (McCright) is a Tennessee chartered Limited Liability Company established in 1988 and chartered on December 31, 1997. McCright is privately owned by Stan McCright. McCright maintains permanent offices and staff in Chattanooga, TN and establishes satellite offices as required to service ongoing contracts.

When choosing an outsourcing partner, it is vital to select an organization that has all of the knowledge and resources in place to manage the function without a learning curve. McCright & Associates has demonstrated its ability to take on large and small projects with superior results by developing the technology, management systems, and an experienced team of inspectors, customer service specialists and managers. McCright has a 30-year history of providing opportunity to Section 3 Participants while serving numerous agencies in all areas of the United States. Agencies that partner with McCright engage a company that specializes in the SEMAP and PHAS programs and has over a century of combined experience assisting public housing agencies. There are many features included in our proposal that will provide your agency with enhanced compliance, customer service and cost-efficiency.

COMPLIANCE

CUSTOMER SERVICE

COST-EFFICIENCY

KNOWLEDGE

McCright & Associates is nationally recognized in the field of UPCS/HQS Inspections. Stan McCright is HUD Certified for SEMAP Troubled Agency Turnaround. Stan McCright and staff members train and certify agency staff around the country on UPCS and HQS inspection protocols and on PHAS score improvement strategies. Stan has been an invited guest speaker at Regional and National Conferences for NAHRO. McCright representatives regularly appear on discussion panels with PHADA, NAHRO, CLPHA, and various state agencies.

McCright is a company of professionals with extensive assisted and public housing experience. Our services include:

HCV Program Management Services	HQS Inspection Services	PHA Policy Consulting	Remote Recertification Services	Rent Determination and Negotiation	Rent Reasonableness Studies
SEMAP Reviews	Training Programs	UPCS Inspection Services	Pre-REAC and Shadowing Services	Audit Review Services	Strategic Procurement Analysis

PARTIAL CUSTOMER LIST

This comprehensive public housing industry experience ensures McCright's plans and programs are based on actual experience, not perceived or textbook solutions. McCright has completed numerous public housing contracts since its founding in 1988 and has successfully performed well **over 3,000,000 inspections** within budget and on time for agencies in several states. This partial client list details an impressive breadth and length of experience.

Agency	Type	Size	Start
Athens, GA	UPCS	1,200	2009
Aurora, IL	HQS	1,400	2018
Birmingham, AL	HQS	5,700	2017
Braintree, MA	HQS	500	2010
Bridgeport, CT	UPCS	503	2013
Cambridge, MA	HQS	2,800	2012
Chester, PA	HQS-UPCS	1,350	2006
Chicago, IL	HQS-RR	34,000	2008
Clearwater, FL	HQS-UPCS-RR	1,500	2004
Cook County, IL	HQS	12,500	2011
Dedham, MA	HQS	800	2011
Delaware County, PA	HQS	2,800	2019
East Point, GA	HQS	2,400	2017
Fort Lauderdale, FL	HQS	3,250	2009
Hillsborough Co, FL	HQS	1,850	2009
Howard County, MD	HQS	1,116	2012
Jonesboro, GA	HQS	1,700	2009
Knoxville, TN	HQS	4,000	2007
Lakeland, FL	HQS-RR	1,200	2000
Madison County, IL	HQS-RR	1,000	2008
Malden, MA	HQS	976	2013
Mesilla Valley, NM	HQS-RR	1,600	2009
Montgomery, AL	HQS	2,700	2011
Montgomery County, PA	HQS	2,800	2013
Newark, NJ	HQS-RR	4,000	2007
New Orleans, LA	HQS	17,000	2019
Pinellas, FL	UPCS	758	2011
Pittsburgh, PA	HQS-UPCS	6,300	2008
Savannah, GA	HQS	2,900	2012
West Palm Beach, FL	HQS	3,500	2020
Worcester, MA	HQS-UPCS	3,200	2003
Yonkers, NY	HQS	2,500	2008

McCright has also managed numerous clients with short-term contracts for HQS, UPCS, Quality Assurance, Rent Studies, Site Selection for PBVR and Inspection Consulting Services.

QUALIFICATIONS

CASE STUDY #1

New York City Housing Authority (NYCHA)

Type of Inspections: HQS

Date of Activity: March 2014 – June 2014

NYCHA is the primary housing source for more than 400,000 New Yorkers living throughout the five boroughs. In an effort to meet its mission of providing decent, safe, and sanitary housing to its tenants, the agency commenced a search for companies to assist in this effort. Industry best practices derived from a similar agency in scope, led NYCHA to McCright & Associates, LLC. Another best practices via the intergovernmental agreement (piggyback) allowed NYCHA to initiate a partnership with McCright that would allow for a quick start-up and deployment of field staff. Here are the numbers:

Number of Units to be inspected: 40,000

Number of tenants to be impacted: 180,000

Number of inspections per day required to meet the demand: 250

Number of inspectors required to meet the demand: 16

Number of Quality Control Inspections conducted to maintain standards: 700

NYCHA expected the contracted number of inspections to be completed within the time contracted in order to meet internal recovery strategies. This time constraint presented the primary goal of the initiative with the directive to manage deployment to all five boroughs within the contracted period. Stakeholder sessions were held during the initial development phase to ensure a reduction in course-correction after implementation. During the formal kickoff meeting, a stakeholder analysis was generated to delineate benchmarks and succession impressions. Planning was critical to authenticate the strategies and the achieve the outcomes expressed by the agency. An added effort was dedicated to developing a unique deficiency tree to correlate HQS deficiencies with the internal Work Order assignment process. Due to the necessary inclusion of all five boroughs, a detailed work strategy was created to incorporate smaller housing developments located in detached neighborhoods with the closing of larger developments in appended communities. This strategy was necessary to strategically meet the timeframe of the contract. A formal Monitoring and Control process included conducting over 700 Quality Control inspections. The list of inspections was generated using a randomizer to ensure each inspector, every development, and all property types were reviewed.

Results

- Over 300 work orders were generated each day from the field inspections.
- Over 40,000 units were inspected within the timeframe of the contract
- Over 30,000 units were addressed as critical needs as defined by NYCHA standards.

- Several successive visits for different contract scopes were initiated as a result of the quality inspections and the value derivative generated.

Multiple visits were scheduled for additional work since the completion of the project.

CASE STUDY #2

Housing Authority of New Orleans (HANO)

Type of Inspections: HQS

Date of Activity: Ongoing since October 2019

The Housing Authority of New Orleans (HANO) is the primary low-income housing provider in Orleans Parish, Louisiana. HANO issued a request for proposals to absorb their inspection process. There were seven (7) inspectors on staff which needed to have a transition in job function. Part of the strategy was to conduct a city-wide job fair to ensure we connected with the appropriate number of applicants. All existing employees were promised an interview if they were interested. There were 7 applicants interviewed, and 6 of them were hired as full-time inspectors with fully loaded benefits.

A key performance indicator (KPI) in the Planning phase was to address a backlog of inspections from previous inspection years. There were over 7000 inspections to be brought current. The fulfillment of the Executing phase included addressing the late inspections and incorporating current year inspections while ensuring tenants who needed to relocate could be infused into the process for their new moves. Another KPI was to reduce the turn-around time for initial inspection requests. Prior to implementation, landlords were waiting for more than 30 days for inspections. McCright was able to reduce the turnaround time to four days.

A data bridge was created in order to extract information from Emphasys into eMIMS for efficient handling. This bridge also allows for McCright to import summary results from the inspection process into Emphasis thereby creating the data set for HUD form 50058 and PIC reporting.

Results

- Over 7000 late inspections completed to bring the agency current with annual inspections
- Over 15,000 touch points with landlords and tenants regarding inspection results
- Over 800 initial inspections conducted within the first quarter with an average 4-day turnaround.

EXPERIENCE OF STAFF

McCright has a dedicated team of personnel with extensive and specialized experience in public housing industry that will help carry out the activities within the scope of work in this RFP.

STAN MCCRIGHT, CHIEF EXECUTIVE OFFICER

Stan McCright, Chief Executive Officer is responsible for creating the vision of McCright & Associates, LLC. As the visionary of the company, he is responsible for leading, directing, coaching, and recruitment of executive staff. Mr. McCright has developed a proprietary inspections software program which is noted in the industry as leading edge even after 15 years in production. Stan maintains direct contact with the field in order to afford the field the advantage of his 40+ years of experience. Stan is available as needed for Executive Summary, Board Presentations, and Staff Trainings.

KENARDO CURRY, DIRECTOR OF BUSINESS DEVELOPMENT

Kenardo Curry, Director of Business Development is responsible for initial contact and commencement of the executed contract. He is a 25- year veteran in the housing industry with experience in all branches of government. Mr. Curry also has demonstrated business-to-business success and prides himself on creating a positive customer relationship. Kenardo maintains contact with key agency personnel to ensure deliverables are met. He also strives to ensure key performance indicators are maintained.

BRIAN KRAMER, DIRECTOR OF FIELD OPERATIONS

Brian Kramer, Director of Field Operations is a 15-year housing specialist with expertise in the mortgage industry. His experience in direct customer relationships has prepared him to deal with the various and myriad person groups participating in the HCVP program. Bryan directly supervises the Regional Project Managers and provides technical and performance guidance on all things relating to inspection protocol.

Mr. Kramer is responsible for ensuring all local codes are in compliance with the inspection protocol and will maintain communication with the HCVP agency staff.

JARVIS SMALLEY, PROJECT MANAGER

Jarvis Smalley, Regional Project Manager, manages the daily operation of the field staff and provides customer support to HCVP participants. Jarvis will serve as the direct contact to the field inspectors and provide technical and administrative support to contract outcomes.

BRIAN KRAMER
DIRECTOR OF FIELD OPERATIONS

JARVIS SMALLEY
PROJECT MANAGER

INSPECTORS

INSPECTIONS TEAM

All McCright inspectors are certified in all aspects of the Federal Housing Quality Standards and EPA Safe Home (Lead Based Paint, Mold and Mildew) standards. In addition, they receive training in the 504 Regulations and Americans with Disabilities Act regulations applicable to HQS inspections, Rage Management (managing enraged tenants and landlords and diffusing situations), Sexual Harassment, Cultural Diversity training, Agency Specific Admin Plans, and Fair Housing. All McCright inspectors are required to complete continuing annual education courses based on new protocols, notices, and updates (i.e. HUD's electrical update).

CUSTOMER SERVICE

This group will talk with and impact 100% of the CWA's clients. Independent studies have proven that McCright satisfies 95% of all the people they communicate with.

TECHNOLOGY STAFF

McCright is committed to the public housing industry and has invested in a technology department of exceptionally skilled professionals. McCright's technology staff continues to collaborate with partner agencies to develop new and better ways to deliver a full range of solutions that meet the needs of the Agencies we serve.

PROGRAM AND MANAGEMENT STRATEGIST

Patsy Higgins, serving over 25 years as Senior Management in various states and agencies, is well versed in PHA management and operations. Patsy Higgins has demonstrated a unique approach to interpreting and adhering to regulatory control by applying a considered practical approach and industry innovations. This duality of training affords a tactical strategy which generates proven outcomes. Ms. Higgins received special recognition in 2001 when she was selected for HUD's Master's program in conjunction with the University of Maryland's School of Public Affairs. Fifteen candidates from housing authorities throughout the United States were named to attend a yearlong residency in College Park, MD. As a representative of the Orlando Housing Authority, Ms. Higgins graduated with a Master's degree in Public Policy, with a specialization in public housing. In addition, she holds a Master of Science degree in counseling psychology from Troy University.

ALL MCCRIGHT STAFF

It is important to note that all of McCright's inspectors are employees of the organization. This is important for the agency because McCright pays a living wage, provides medical benefits, retirement programs, vacation, and holiday pay. We, unlike most of our competitors who only employ Independent Contractors, do not present a negative impact on the community's service base by forcing our workers into the state

MCCRIGHT VALUES

McCright & Associates has recruited and selected a forward-thinking team of professionals with notable experience in the field of housing inspections and government standards. This team implements the blue ribbon standard which is undergirded by the four principals of McCright:

INTEGRITY
MUTUALITY OF BENEFIT
VALUE
RESPECT

McCright believes in conducting business in an ethical manner; we aim our actions at providing the best possible outcomes for our Customers, their Clients, our co-workers, and the company; we provide products and services that provide a greater benefit than their cost; and we treat other with dignity and respect regardless of their behavior.

medical coverage program. McCright prides itself on providing meaningful employment for all employees making the community stronger and better serving the agency. We believe strongly that we have a social and economic responsibility to the communities we serve. We trust the agency feels as strongly that affordable housing needs partners who pay wages that allow employees to succeed.

HIRING PROCESS

McCright engages a thorough recruitment process in order to promote retention and ensure protection of company creed. Managers are vetted through a three-step process which includes psychological evaluations, pre-employment background screens, and personality/social media reviews. An example of the comprehensive hiring process is reflected in the recent startup of the Housing Authority of New Orleans.

The first step in this process was to work with the HANO Section 3 Coordinator and provide employment opportunities to eligible participants. Notices were placed in the community centers, the lobby of the agency and search engines utilized by the Workforce Development Coordinators. Subsequently, a job exposition was held to engage the entire community. A categorization process allowed us to select the better suited candidate and afford personal interviews with top tiered candidates. Any previously employed candidate of the authority was automatically granted an interview.

*McCright hires
employees,
not contractors.*

The next step after pre-liminary selection of the candidates was to vet the candidates via three-step evaluative process outlined above. Successful candidates were moved forward in the process and offers were issued. Top tiered candidates who were interested in the management positions were offered supervisory roles. Selected senior staff were brought into the corporate headquarters for extensive training and development.

STAFFING AND TRAINING

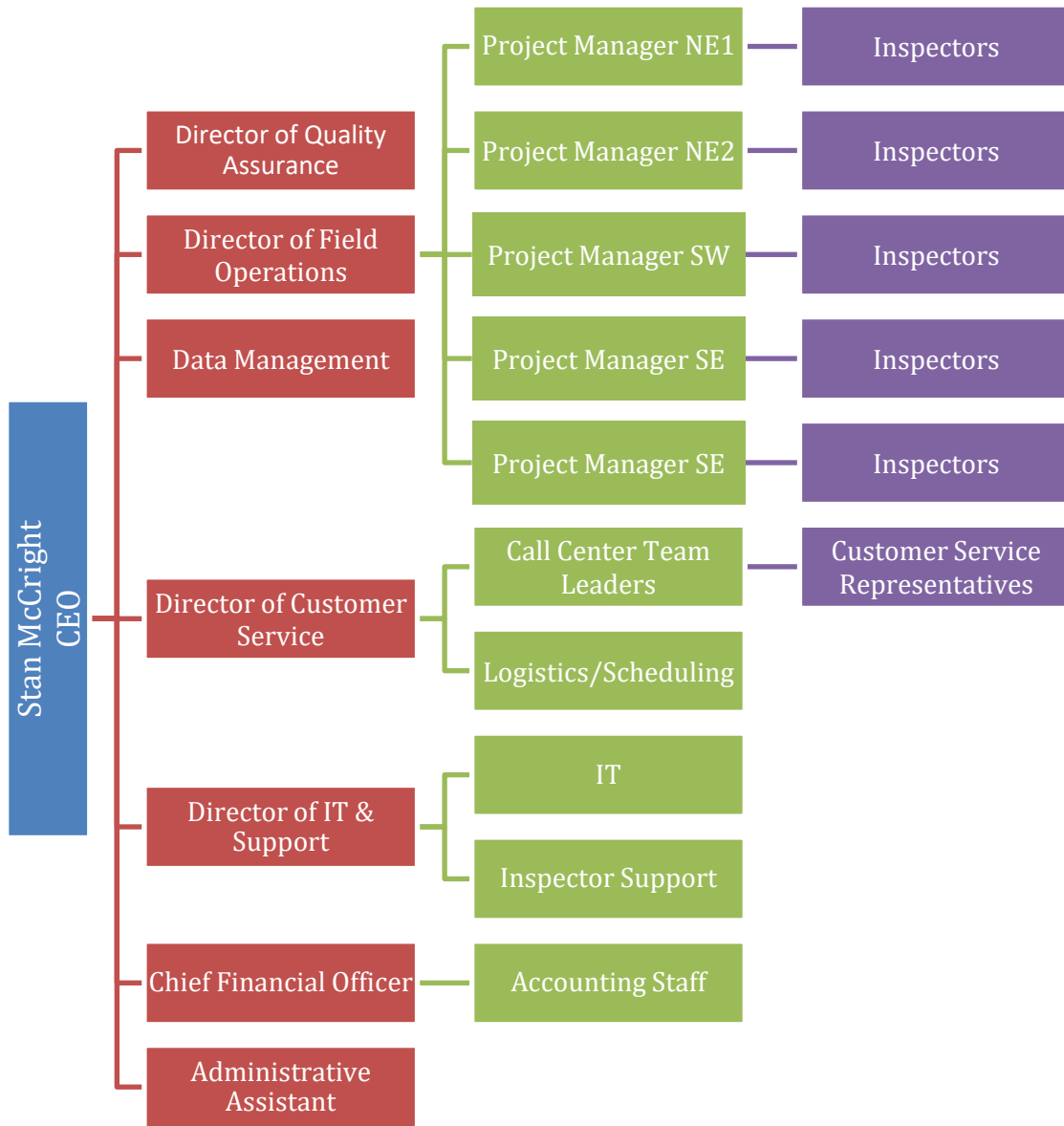
McCright & Associates' inspectors undergo the most rigorous **Housing Quality Standards (HQS) training** in the public housing industry. Each candidate must successfully complete a comprehensive course of study including **in-depth classroom instruction** covering HUD HQS guidelines (Title 24 CFR 982), lead-based paint regulations (Title 24 CFR 35), and much more. Upon completion of classroom training, each McCright inspector employs the techniques and knowledge from the classroom in a supervised field setting with a senior McCright inspector. Inspector candidates are cleared to perform solo inspections only after they receive certification from their training inspector.

In addition to accession level training, McCright's aggressive continuing education program provides periodic training to communicate protocol changes and clarification in areas of potential confusion. Every McCright inspector is subject to a robust QA process that reviews recently completed inspections for thoroughness, professionalism, and customer service. McCright inspection supervisors analyze QA data, conduct deficiency reviews, and assign remedial training on areas of weakness as needed. This training program is based on more than **30 years of actual field experience** in the public housing industry.

TRAINING		
Days of Classroom & Online Training		5 Days
Days of Field Training		5-10 Days
Rent Reasonableness Training		YES
Inspector Ethics Training		YES
Administrative Plan Training		YES – 1 Full Day
CERTIFICATION EXAM		
Passing Final Exam Required		YES
Final Exam Questions		100
Open or Closed Book		Closed Book
POST TRAINING		
Corporate Trainer on Staff		YES
QA After Field Training		YES
Continuing Education Required		YES

“Even after the initial training, McCright’s supervisors closely monitor all of their inspectors. Their Quality Assurance program ensures a consistent, high-quality inspection experience.”

–Mid-Atlantic Housing Authority Executive Director



STANLEY J. MCCRIGHT, CHIEF EXECUTIVE OFFICER

EXPERIENCE

McCright & Associates, LLC **1988 to Present**

Founder and Chief Executive Officer

- Housing Choice Voucher System Inspections and Management of Inspection Processes
- Web-enabled Inspection System
- UPCS Inspections
- Inventories (including fixed assets, materials and supplies)
- Resident Initiative Programs Development
- Organizational Reviews and Policy and Procedures development

M&M Mars, Inc (Cleveland Division) **1985-1988**

CFO of Division

- \$750M Sales Annually
- Developed and led program involving all levels of employees, including facilitating development of policies and procedures to enhance productivity
- Due to above, corporation netted increase of \$500 million in sales with only 25% increase in labor/operating expenses

White Consolidated Industries **1974-1985**

CFO

- Started as Accountant, ended as CFO
- CFO Range Division - \$125M Sales Annually
- Directed financial turn-around of Range Division as CFO for White Consolidated Industries, Inc. (White-Westinghouse, Frigidaire, a Fortune 500 corporation).
- Directed the company into government contracting with HUD and GSA through the consolidated supply contracts that resulted in annual sales more than \$15 million.
- Within three years, brought the range division to the number one profit entity (as a percent of revenues) for the corporation.

EDUCATION

- University of South Dakota, Bachelors in Business Administration (Accounting & Finance)
- Certified Trainer in HQS and UPCS Inspection Protocols
- HQS Certified Inspector
- REAC 2.3 Certified Inspector (M-98549).
- Visual Assessment Certified for Safe Home Initiatives

HIGHLIGHTS

Over thirty (30) years experience in various aspects of public and assisted housing with Housing Authorities ranging in size from 300 units to 40,000 units

Sound knowledge and understanding of changing needs of public and leased housing industry

Extensive financial and organizational management background

HQS and UPCS Certified Inspector

BOARDS & COMMITTEES

National Chairman for Manufacturer Supplier Council

Board of Governors for NAHRO

Secretary of HUD's National Committee on Ethics

Speaker Bureau for National Association of Housing & Redevelopment Organization

State of Tennessee Creating Homes Initiative - Board of Directors Southeastern Tennessee

Member of National Association of Government Contractors

Member of the Tennessee Congressional Businessman's Advisory Council

Founder of Choo Choo Challenge (bicycle ride) raised over \$250,000 for Cancer Care

KENARDO CURRY, DIRECTOR OF BUSINESS DEVELOPMENT

EXPERIENCE

Organizational Development

Developed Neighborhood Services Department into lead agency for neighborhood revitalization by utilizing code enforcement and land acquisition. Restructured Chattanooga Housing Authority long-range plan to satisfy HUD requirements for organizational oversight.

Program Development

Implemented Spot Blight acquisition legislation, which provided control of blighted properties, resulting in reduced havens for illegal activity in neighborhoods. Increased the number of Neighborhood Associations from 37 to 180 over 4-year period.

Community Relations

Created and hosted weekly 30 minute segments on PBS and local AM stations to address community concerns; Neighborhood Matters – WTCL – 45; Neighborhood Talk – 1260 AM. Created and published first city services guide, city magazine, and Internet newsletter. Successfully competed for and coordinated national neighborhood’s conference, attracting over 3000 community activists, representing all 50 states, and 10 countries.

Business Development

Led statewide initiative to implement computerized inventory management program. Established business partnership with local schools through Walmart Foundation; over \$50,000 distributed via partnership grants and store contributions.

McCright & Associates, LLC

2013 to Present

Director of Business Development

Walmart Stores

2006-2013

Assistant Store Manager

Urban Strategies and Initiatives

2005-2013

Senior Principal/Urban Strategist

City of Chattanooga

1999-2005

Administrator, Neighborhood Services

HIGHLIGHTS

A dynamic senior executive with a strong record of achievement and demonstrated skills in diverse areas, such as, organizational development, group/staff leadership, program development and project management, collaborative partnerships, and community relations.

20+ years of executive management experience, business consulting and organizational assessment, and facilitation and consensus building

EDUCATION & TRAINING

NSPIRE Training Program, HUD, 2022

Lead Abatement Supervisor Training, The Environmental Institute, 2013

Certified RRP Renovator Training, University of Tennessee Knoxville EHS, 2013

Uniform Physical Needs Assessment (UPCS) Inspection Training, McCright & Associates, 2013

Housing Quality Standards (HQS) Inspection Training, McCright & Associates, 2013

Bachelor of Science, Human Services Management, The University of Tennessee/Chattanooga, 1988

Certificate of Ministerial Studies, Tomlinson College, Cleveland, TN, 1988



Thu, Aug 22, 2013 at 11:57 AM



BRIAN KRAMER, DIRECTOR OF FIELD OPERATIONS

EXPERIENCE

McCright & Associates, LLC

2017 to Present

Director of Field Operations, 4/2018 to Present

- Oversees 5 Project Managers
- Conducts inspector training and certification
- Administers the QA program
- Serves as field contact for developing programs such as UPCS-V
- Serves as field expert for ACOP plan

Project Manager, 1/2018-4/2018

- Liaison between McCright & the Agencies
- Liaison between HUD and participating landlords
- Liaison between landlords and tenants
- Managed employees in project area
- Perform Quality Assurance inspections
- Conducted HQS and UPCS inspections
- Conducted inspector training

HQS Inspector, 8/2017-1/2018

- Inspected Public Housing units and properties
- Inspected HCVP Housing units and properties
- Inspected Affordable Housing units and properties
- Conducted inspector training as needed

1st Love Financial Services

2016-2017

Assistant VP of Mortgage Operations

- Built and maintained wholesale investor relationships
- Recruited, motivated and trained staff
- Responsible for monthly cost analysis to budget marketing, operations and sales

Independent Contractor

2014-2016

- Performed residential and commercial property loss draft inspections
- Performed occupancy, interior/exterior bankruptcy and foreclosure inspections

HIGHLIGHTS

25+ years in the housing industry

15+ years of management experience

Certified HQS and UPCS Inspector

EDUCATION

Associates Degree in Accounting,
Lehigh Carbon Community College,
1993

Uniform Physical Needs Assessment
(UPCS) Inspection Training, McCright
& Associates, 2017

Housing Quality Standards (HQS)
Inspection Training, McCright &
Associates, 2017

HUD Visual Assessment Course, HUD,
2017

Multifamily UPCS Inspection
Certification, HUD, 2018



P O Box 6038 (423) 267-1300
Chattanooga, TN 37401 www.mccright.com

hereby presents this

Certificate of Proficiency

in

Housing Quality Standards

to

Brian Kramer

This certificate demonstrates that the individual named has successfully completed the course work, field training, and testing necessary to understand and apply the regulations set forth in 24 CFR 982.401, Subpart I.



June 1, 2017

Date of Completion



Stanley J. McCright, COO
McCright & Associates

Visual

1 of 1

CONGRATULATIONS

Brian Kramer

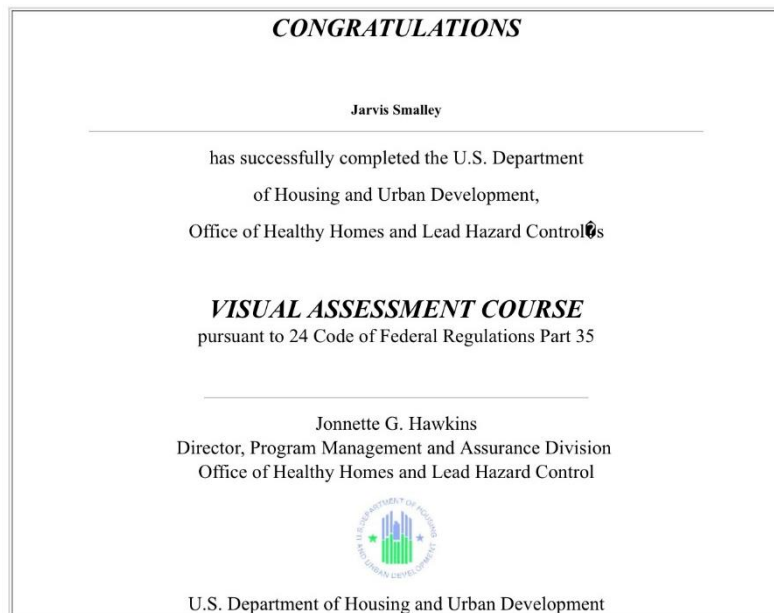
has successfully completed the U.S. Department
of Housing and Urban Development,
Office of Healthy Homes and Lead Hazard Control, *is*

VISUAL ASSESSMENT COURSE
pursuant to 24 Code of Federal Regulations Part 35

Janetta G. Hruslow
Director, Program Management and Assurance Division
Office of Healthy Homes and Lead Hazard Control



U.S. Department of Housing and Urban Development



CLIENT INFORMATION

REFERENCES

Chester Housing Authority 2006 to Present

Address: 1111 Avenue of the States, Chester, PA 19013
Contact: Mary Militello, HCVP Director
Desk Phone: 610-876-5561
Cell Phone: 610-476-2114
Email: mmilitello@chesterha.org
of HQS: 2,700

Cook County Housing Authority 2011 to Present

Address: 175 Jackson Blvd #350, Chicago, IL 60604
Contact: Darche Turner, HCV Financial Analyst
Desk Phone: 312-542-4690
Cell Phone: 708-553-6780
Email: dturner@thehacc.org
of HQS: 13,193

Knoxville Community Development Corporation 2007 to Present

Address: 400 Harriet Tubman, Knoxville, TN 37915
Contact: Michael Hodges, Section 8 Coordinator
Desk Phone: 865-403-1234
Cell Phone: 865-789-7896
Email: mhodges@kcdc.org
of HQS: 4,040

Worcester Housing Authority 2003 to Present

Address: 40 Belmont St, Worcester, MA 01605
Contact: Laurie Matosky, Director of Leased Housing
Desk Phone: 508-635-3104
Cell Phone: 508-868-9559
Email: matoskyl@worcester-housing.com
of HQS: 3,680

Municipal Housing Authority of the City of Yonkers

2008 to Present

Address: 1511 Central Park Avenue, Yonkers, NY 10710
Contact: Tracy Liberatore, Section 8 Supervisor
Desk Phone: 914-793-9117
Cell Phone: 914-966-1553
Email: tliberatore@mhacy.org
of HQS: 3,250

Woonsocket Housing Authority

2016 to Present

Address: 679 Social St, Woonsocket, RI 02895
Contact: Claudia Archila, Section 8 Coordinator
Desk Phone: 401-767-8013
Cell Phone:
Email: carchila@woonsockethousing.org
of HQS: 400

Dedham Housing Authority

2011 to Present

Address: 163 Dedham Blvd, Dedham, MA 02026
Contact: Roberta Kalil
Desk Phone: 781-326-3543 Ext 205
Cell Phone:
Email: roberta@dedhamhousing.org
of HQS: 2,500

Broward County Housing Authority

2015 to Present

Address: 4780 SR 7, Lauderdale Lakes, FL 33319
Contact: Barry Fleisher, Director of Leased Housing
Desk Phone: 345-739-1114
Cell Phone: 305-773-0650
Email: bfleisher@bchafl.org
of HQS: 6,083

LANDLORD RECOMMENDATIONS

McCright has worked to develop customer service protocols that exceed our clients' expectations. For example, for Chicago Housing Authority, McCright was the only vendor who exceeded the "Customer Service Contract Requirements" in 2009. McCright scored a 95% customer satisfaction rating in a survey conducted by CHA's own team. We can bring that same level of customer satisfaction to the CWA's landlords as well. We have received numerous letters and voicemails from landlords and included only a few for your review. We did not redact any comments as these landlords approved their words for inclusion in this RFP.

Voice mail Received on 2/11/2011

██████████ calling just to describe what I feel is an analogy of both to McCright and from McCright. To McCright was like driving along on a rainy day on a country road filled with ruts and potholes filled with water so you couldn't see how deep they were. All of a sudden as you're bouncing along this ratty, bouncy road there's a sign that says McCright up ahead. And when you get to the line where McCright started, it was like the sun came out, the birds were in the trees and we were on a 4 lane super highway. Now we're back on the housing authority handling their own inspections. It's like we're back on the country road filled with water filled potholes, but it leads off a cliff and we're falling and we don't know where we're going to land. That's your analogy of what it was like to and from your company.

And further, after we're done I just wonder if it was your intellectual property they stole or whether you got it from somebody regarding the event id and the internet access to the fail items the very next day because although they grabbed that they still haven't got it anywhere near... nearer? You can't even get the results the next day. The only thing that they've done that's better than you is they use a 21st century device to call and remind you of the inspections and I tongue in cheek said it sounded like yours was more surplus.

But, anyway, I leave you with that thought, Mr. McCright. You've got my analogy and thank you for listening.

My interactions with the inspections coordination department was ongoing and relatively painless. The department was business like and effective. If I had an ability to bring them back to ██████████, I certainly would.

The rent negotiations were also handled promptly and professionally.

The Chicago landlords all curse the day their contract was terminated.

Thanks for the opportunity to express my feelings about the McCright crew. They are a solid group!

Sincerely,

Michael S. ██████████
██████████ Real Estate, Inc.

REFERENCE LETTERS

WHA

**Worcester Housing
Authority**

Board of Commissioners

Dennis L. Irish
Chairperson
Ann L. Flynn
Vice-Chairman
Carl F. Gentile
Treasurer
Joseph P. Carlson
Member
Cecilio G. Gonzalez
Member

Raymond V. Mariano
Executive Director and Secretary

April 25, 2016

To whom it may concern:

Please accept this letter of recommendation for McCright and Associates as it relates to conducting Housing Quality Standards (HQS) Inspection Services.

The Worcester Housing Authority entered into the original contract with McCright and Associates to conduct HQS inspections in July 2004, and has been awarded subsequent contracts including the most recently awarded contract effective for July 2016.

McCright and Associates has provided excellent customer service over the years, and is able to provide us with quick turn-around reporting when needed.

McCright and Associates has always complied with their contracts and has even gone beyond what was expected of them. It is no doubt that no other company can out-bid or provide the unique services that McCright and Associates can provide to us.

If you have additional questions, please do not hesitate to contact me directly at (508) 635-3124.

Sincerely,



Laurie J. Matosky
Director of Leased Housing

Leased Housing Department • 40 Belmont Street • Worcester, MA 01605
(508) 635-3148 • TDD (508) 798-4530 • Fax (508) 635-3191

Letter of Recommendation: McCright & Associates

To whom it may Concern:

The section 8 inspection department has been using the services of McCright & Associates now since 2007. In my opinion they are doing a very commendable job. Their expertise in the field has been most helpful. They are finding some things that our old inspectors used to pass and are now failing now because of more tight regulations which they are accustomed to using in other areas of the country. This has helped the overall quality of our units. We are adjusting our policies as we encounter them.

I have had several owners complement the group for the promptness of the initial inspections and their willingness to help the owners understand when presented with a HQS question. The on line database has been most beneficial to our clients who wish to get information about their units quickly. They also have a very knowledgeable and polite staff that is always ready to help.

I would recommend McCright and Associates to another agency for the use of their inspection services.

Thank you,

Michael Hodges
Knoxville's Community Development Corporation
Section 8 Inspections Coordinator
Email: mhodes@kcdc.org
Phone: 865-403-1235



Established 1938 · www.hacfl.com

May 26, 2020

To Whom It May Concern,

The Housing Choice Voucher Program of the Housing Authority of the City of Fort Lauderdale has engaged McCright & Associates, LLC as our inspections partner for the past 9 years. We are very pleased with their services, web portal, and data extract process. The cost saving realized by having a third-party vendor has allowed us to reduce operating expenses while not compromising on quality of services.

The use of a highly efficient vendor such as McCright has increased communication to our tenants through the accessible web portal, www.results.mccright.com, and has decreased turnaround time for the abatement process.

I would recommend McCright & Associates, LLC to another agency to experience the same innovative and cost saving features experienced by HACFL.

Respectfully Submitted,



Anita Flores
Director of Assisted Housing

PROPOSED SERVICES

WORK APPROACH & METHODOLOGY

McCright & Associates, LLC (McCright) proposes to provide the City of West Allis (CWA) Housing Quality Standards (HQS) inspection services. McCright has extensive experience in providing such services for both large and small projects and is dedicated to assisting partner agencies in maintaining or achieving HUD designation as a high performing agency. McCright will furnish the organization, personnel, and management staff with the necessary equipment, skills and judgment to perform all the duties and responsibilities normally associated with the Agency's HQS inspection process.

Specific responsibilities include, but are not limited to:

SCHEDULING OF INSPECTIONS

1. McCright will schedule HQS inspections following the CWA's guidelines.
2. McCright will schedule all annual inspections within an inspection appointment window of no more than 2 hours; all other inspections will have an appointment window of no more than 3 hours. Extraordinary circumstances may override adherence to this time window.
3. McCright will attempt to contact the owner and participant whenever an inspection cannot take place at the scheduled date and time.

The McCright scheduling system combines the eMIMS™ inspection management system and the latest scheduling and inspector routing software. These systems are tuned to ensure inspection schedules are timely and efficient and numerous built-in controls prevent "lost" inspection requirements.

NOTIFICATIONS

1. McCright will send all notifications and related follow-up correspondence, to both landlord and tenant by US postal service 1st class mail and forward similar copies electronically to the email addresses, if provided by the Agency, of both landlord and tenant. McCright will include Re-Inspection dates and times in all inspection results correspondence.
2. McCright will customize all notifications to meet the information requirements set forth by the Agency.
3. McCright will give the Agency access to the web based McCright Report Warehouse, an electronic filing cabinet containing every document created during the inspection process including exact copies of notification and results letters and completed 52580's for each inspection. The Agency's staff will have 24/7/365 access to these documents through a simple search screen.

All documents can be retrieved using a number of search criteria including tenant information, address, inspection types and results, and dates. The McCright Report Warehouse can potentially save the Agency immense amounts of time, money, and space and will end forever the frustration of searching bulky paper files for that one document requested by the auditor. Additional information regarding the Report Warehouse is included in this section.

MOVER/INITIAL INSPECTIONS AND REINSPECTIONS

1. McCright will attempt to contact landlords or their designee via phone to schedule the Initial Inspection within one business day of receipt of a Request for Tenancy Approval (RFTA) from the Agency. McCright will provide the Agency, by agreed upon means, copies of all scheduling letters sent to the landlord/designee attempting to schedule Initial Inspections.
2. McCright will complete the first attempt of the Initial Inspection within 5 business days of receipt of a Request for Tenancy Approval (RFTA) from the Agency provided the landlord/designee confirms the property is ready for inspection.
3. McCright can cancel the RFTA and notify the Agency the next business day, if the second initial inspection does not pass or if landlord/designee does not make the property ready and available for the re-inspection within 7 business days of the first failed inspection. Notification shall include the reason for canceling each RFTA.
4. Upon completion of an Initial Inspection, the landlord/designee or tenant can access their inspection information via the internet (results.mccright.com) the next business morning. An example of the proposed summary is included at the end of this section.
5. McCright will also develop and deploy the building quality rating sheet for inclusion in the McCright Report Warehouse with all other required documentation.

ANNUAL INSPECTIONS AND RE-INSPECTIONS

1. McCright will schedule Annual inspections in accordance with the Agency's guidance.
2. McCright will mail all notifications via US 1st class mail no less than 14 days prior to the scheduled inspection date.
3. Upon completion of an Annual Inspection, McCright will provide an Event ID. This Event ID provides information on how the landlord/designee or tenant can access their inspection information via the internet (results.mccright.com). An example of the proposed summary is included at the end of this section.
4. If the unit does not pass, McCright will perform a second attempt within 30 business days of notification by the landlord/designee that the cited deficiencies have been remedied.
5. McCright will complete at least two attempts to perform all annual inspections no later than 320 days from the last passing inspection date from the previous year, unless otherwise authorized by the Agency.
6. McCright will perform no more than two Re-inspections on a property during an Annual Inspection series, unless otherwise authorized by the Agency.

McCright's powerful inspection management system, eMIMS™, automates the inspection scheduling process. eMIMS™ contains numerous built-in data controls to ensure inspections and are properly scheduled. eMIMS™ also individually tracks inspections to maintain complete accountability and prevent lost requirements even in the most unusual circumstances. The system has a built in HQS enforcement guide per the Agency's administrative plan. This form is available to all Agency staff and helps guide staff to place and lift abatements and intent to terminate actions.

QUALITY CONTROL INSPECTIONS

1. McCright can employ a robust inspection Quality Control (QC) program and will perform QC Inspections on at least 3% of the Agency's participating units per fiscal year.
2. McCright will draw its QC Inspections a pool of recently completed HQS inspections (within the last three months preceding the re-inspection).
3. The QC Inspection pool will represent a cross section of neighborhoods and inspectors. McCright has developed a QC process within the eMIMS™ reporting system. This system measures both the inspector's technical responsibilities as well as the inspector's customer satisfaction. Inspectors are required to maintain a 75% performance level in both areas. McCright's Quality Control Program is included at the end of this section.

SPECIAL AND EMERGENCY INSPECTIONS

1. McCright will perform "Special" Inspections (participant complaints) as authorized and directed by the Agency.
2. McCright will perform Emergency Re-inspections for all life-threatening health and safety hazard failed items within 24 hours of first inspection, excluding weekends and holidays.
3. McCright will perform special inspections within 5 business days.

ALL INSPECTIONS

1. McCright will conduct inspections in accordance with HUD's Housing Quality Standards, Article II of the State Sanitary Code, and HUD mandatory minimum Dwelling Standards, where applicable in each case.
2. All McCright inspectors will complete rigorous classroom and field training before they perform HQS inspections for the Agency. McCright's training program focuses on a thorough review of HQS standards accentuated with real-world inspection experience. Training for the Agency inspectors will incorporate the specific requirements set forth in the Agency's Administrative Plan. McCright also requires prospective inspectors to demonstrate field proficiency while accompanied by HQS training inspector possessing years of inspection experience.
3. McCright will track lead clearance exam requirements to include resolving these requirements by obtaining lead clearance exam documentation from property owners.
4. McCright inspectors will use a handheld/computer data collection tool that loads inspection data into eMIMS™. eMIMS™ can provide data in any format necessary to interact with most computer systems.
5. McCright's handheld data collection devices electronically feed inspection and amenity data into eMIMS™. eMIMS™ automatically processes the data upon receipt, delivering it to McCright's web services portals, producing the appropriate documentation, and automatically creating and scheduling the required follow-up inspection. The entire system is built to provide absolute data integrity to prevent lost inspection data.
6. McCright will perform all inspection scheduling duties to include the preparation and mailing of all appointment notification letters.
7. McCright inspectors will assess responsibility for damages (tenant or landlord) for every failed item and list that responsibility on all inspection reports and correspondence.

8. McCright will provide access to the web based Report Warehouse which contains exact copies of all notification and results letters mailed to tenants and landlords as well as all other inspection related documents and are accessible to agency staff through a simple search screen 24/7/365.
9. McCright will submit all inspection related documents to the Agency's Housing Choice Voucher Program within one business day of the completed inspection.
10. McCright will submit an Inspection Performance Summary Report on a monthly basis in format agreed to by the Agency. A sample of a suggested format is included at the end of this section.
11. McCright will perform twice-daily electronic "back-up" of all inspection data to a remote location protecting data from loss and allowing rapid restoration of operations in the event of a system casualty.
12. In addition, McCright's **disaster recovery program** provides the means to resume full business operations within one business day of any foreseeable system or physical casualty.
13. McCright inspectors can prepare rent reasonableness evaluation.

OTHER DUTIES

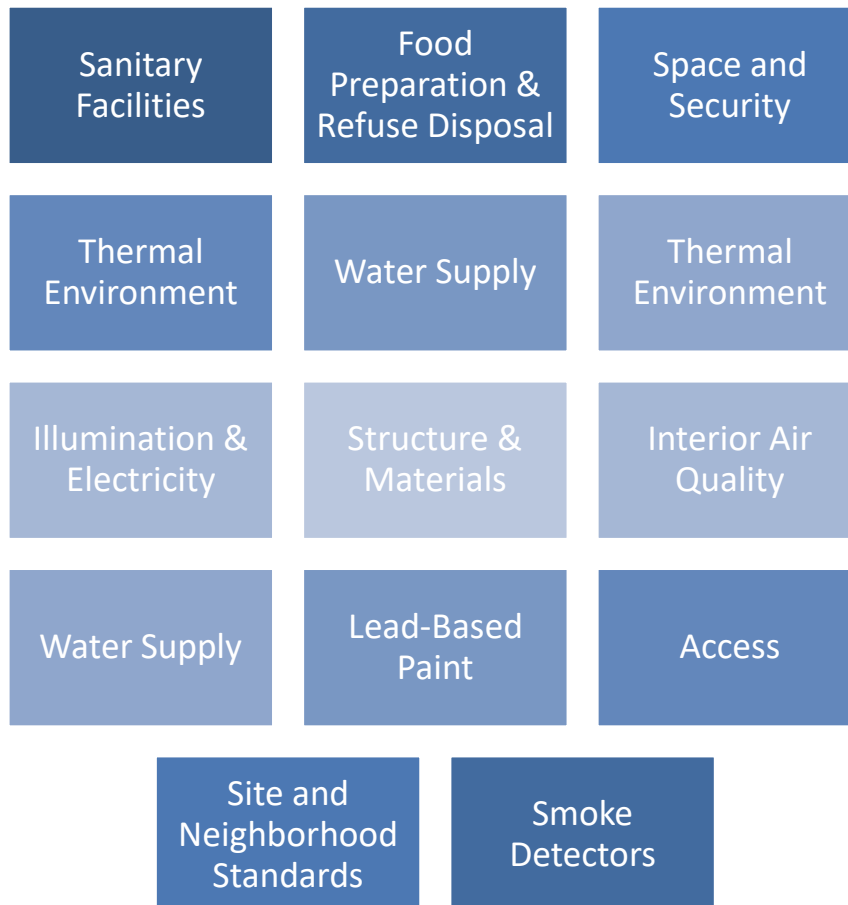
1. McCright will develop and submit Standard Operating Procedures for all inspections related processes including all forms and form letters to the Agency for approval within 14 calendar days of contract execution.
2. McCright's Technology Team will work closely with each Agency's IT staff to properly format and exchange the necessary data elements in order to build the interface and transfer documentation electronically to the systems. McCright's IT staff will provide the necessary information to the Agency's IT staff related to the format and the script required so data can be integrated into your system. The Agencies' IT staff will be responsible for providing the appropriate script and/or source code to McCright.
3. McCright will establish and maintain local telephone service for landlords and participants to communicate directly with its customer service center. McCright staff will respond to all voice mail messages within one (1) business day. Currently 80% of all calls are handled within 120 (one hundred twenty) seconds.
McCright operates a state of the art **bilingual customer service center** staffed by trained and knowledgeable Customer Service Representatives (CSRs) between 8:00 AM and 5:00 PM Eastern Time during normal business days. CSRs have complete access to inspection schedules and records and can provide immediate answers to most inspections related questions. In addition, CSRs can schedule, reschedule, or cancel inspections, within the parameters provided by the Agency. McCright's call center software tracks every incoming and outgoing phone call and phone logs record the pertinent information from each call.
4. McCright will invoice CWA on a monthly basis and can itemize the units inspected and dates on which inspections were completed.
5. McCright is able to track all failed or out of compliance units and notify CWA for determination of rental abatement.
6. McCright will perform any and all other duties to which the Agency and McCright mutually agree to in writing.
7. McCright can prepare rent comparable for new move-ins. Rent comparable can be submitted when submitting inspection information for new move-ins.

8. McCright can have a representative come into the office once a month.

McCright views every contract as a partnership and believes the robust communication between McCright and the Agency’s staff is key to ensuring these partnerships achieve success. To this end, McCright welcomes the Agency’s staff interaction in the inspection process and will allow the Agency’s staff to accompany any inspector to any of the Agency’s inspections at any time, with or without prior notice, for quality control monitoring purposes.

INSPECTION STANDARDS

McCright & Associates inspects in conformity with the ACOP plan of CWA and in accordance with all local, state, and federal codes. The governing principal of inspection standards implemented by McCright rest in the foundation established by 24 CFR 982.401 and incorporates the following inspectable areas:



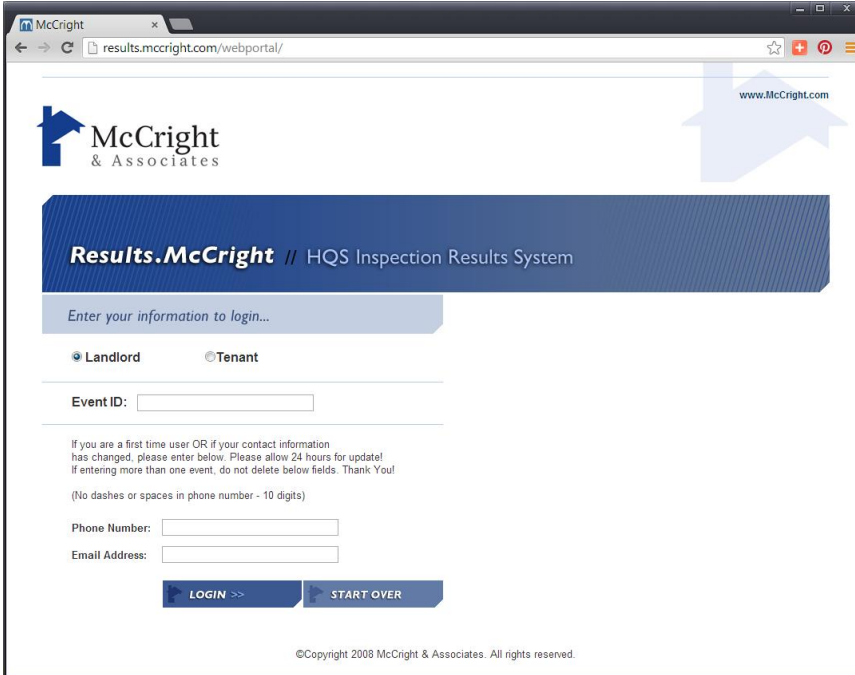
TIMELINE

The timeline below shows a general project overview of a new customer start up process. All startups can be customized to fit the needs of the Agency. If awarded the contract, McCright will provide a detailed work plan.

Days in Relation to Commencement of Operations	Task/Deliverable	Involvement
60 Days Prior	<ul style="list-style-type: none"> Contract signature Identify Project Manager Initiate Project Review conference with Agency Start data development team and protocol revisions 	McCright, CWA
50-30 Days Prior	<ul style="list-style-type: none"> Complete CWA Inspection protocol Define Inspection protocol Engage CWA in Inspection protocol review Develop notification documents Recruit Section 3 participants Identify the local phone number for call center 	McCright, CWA
28 Days Prior	<ul style="list-style-type: none"> Start data integration 	McCright, CWA
21 Day Prior	<ul style="list-style-type: none"> Develop staff accommodation plan CWA to provide inspection data Begin inspection scheduling and notification process Print notifications 	McCright, CWA
Day 1	<ul style="list-style-type: none"> Begin inspections 	McCright
START DATE		

RESULTS.MCCRIGHT.COM

results.mccright.com is a proprietary web-based portal that allows landlords and participants to view and print their inspection results from one convenient online source.



Results.McCright // HQS Inspection Results System

Enter your information to login...

Landlord Tenant

Event ID:

If you are a first time user OR if your contact information has changed, please enter below. Please allow 24 hours for update! If entering more than one event, do not delete below fields. Thank You!

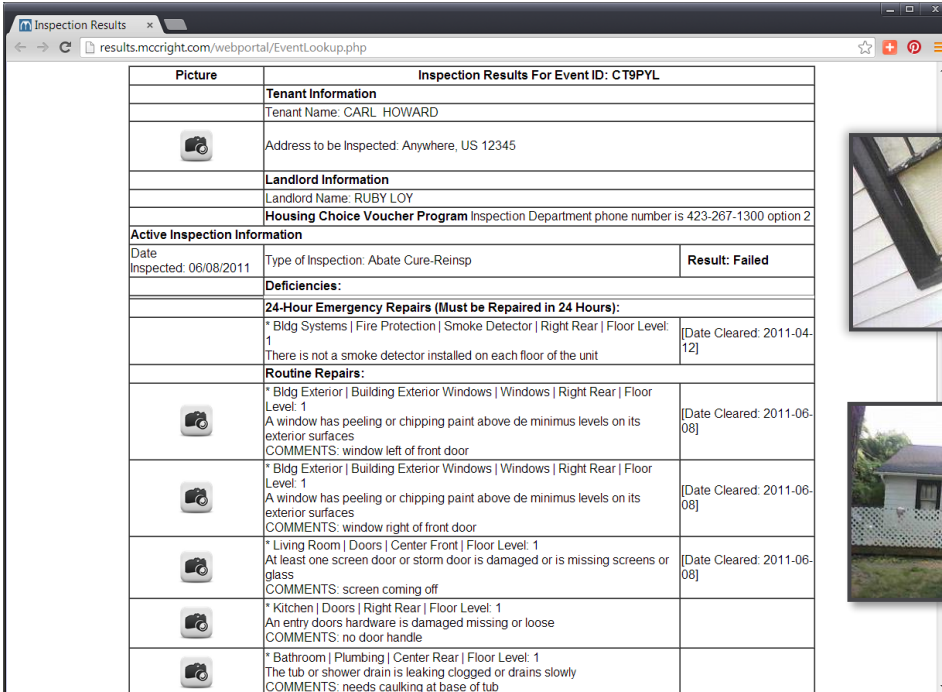
(No dashes or spaces in phone number - 10 digits)







Phone Number:



Email Address:

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Inspection Results and photos of deficiencies can be viewed or printed from any web accessible device. Inspection scheduling information is also displayed.



Picture	Inspection Results For Event ID: CT9PYL	
	Tenant Information	
	Tenant Name: CARL HOWARD	
	Address to be Inspected: Anywhere, US 12345	
	Landlord Information	
	Landlord Name: RUBY LOY	
	Housing Choice Voucher Program Inspection Department phone number is 423-267-1300 option 2	
	Active Inspection Information	
Date Inspected: 06/08/2011	Type of Inspection: Abate Cure-Reinsp	Result: Failed
	Deficiencies:	
	24-Hour Emergency Repairs (Must be Repaired in 24 Hours):	
	* Bldg Systems Fire Protection Smoke Detector Right Rear Floor Level: 1 There is not a smoke detector installed on each floor of the unit	[Date Cleared: 2011-04-12]
	Routine Repairs:	
	* Bldg Exterior Building Exterior Windows Windows Right Rear Floor Level: 1 A window has peeling or chipping paint above de minimus levels on its exterior surfaces COMMENTS: window left of front door	[Date Cleared: 2011-06-08]
	* Bldg Exterior Building Exterior Windows Windows Right Rear Floor Level: 1 A window has peeling or chipping paint above de minimus levels on its exterior surfaces COMMENTS: window right of front door	[Date Cleared: 2011-06-08]
	* Living Room Doors Center Front Floor Level: 1 At least one screen door or storm door is damaged or is missing screens or glass COMMENTS: screen coming off	[Date Cleared: 2011-06-08]
	* Kitchen Doors Right Rear Floor Level: 1 An entry doors hardware is damaged missing or loose COMMENTS: no door handle	
	* Bathroom Plumbing Center Rear Floor Level: 1 The tub or shower drain is leaking clogged or drains slowly COMMENTS: needs caulking at base of tub	

SAMPLE LANDLORD FLYER ANNOUNCING NEW INSPECTION COMPANY

MCCRIGHT & ASSOCIATES HQS INSPECTIONS CONTRACTOR

Effective <DATE>,
McCright & Associates will be
conducting all HQS inspections for the <AGENCY>.

About McCright & Associates

McCright & Associates was founded in 1988 and is a woman and veteran owned company who has worked with numerous agencies nationwide since 1988 and provided cost effective, quality inspection services. This performance includes more than 1,500,000 inspections conducted successfully, within budget and on time. We look forward to providing the same exemplary services to the <AGENCY>.

Local Phone Number:

<AGENCY> participants and landlords can reach McCright's Call Center by calling <LOCAL PHONE NUMBER > or by faxing (423) 265-6222.

results.mccright.com

<AGENCY> participants and landlords will have access to McCright's inspection results portal that allows them to view and print their inspection results from one convenient online source.

Go to results.mccright.com

Enter this sample Event ID: CT9PYL

Click Login to view sample inspection report

Results.McCright // HQS Inspection Results System

Enter your information to login...

Landlord Tenant

Event ID:

If you are a first time user OR if your contact information has changed, please enter below. Please allow 24 hours for update!
If entering more than one event, do not delete below fields. Thank You!

(No dashes or spaces in phone number - 10 digits)

Phone Number:

Email Address:

▶ LOGIN >>

▶ START OVER

REPORTING

Completed HUD 52580-A (Inspection Form) – Standardized HUD inspection form generated from the field inspection data.

Inspection Form		U.S. Department of Housing and Urban Development		OMB Approval No. 2577-0169	
Housing Choice Voucher Program		Office of Public and Indian Housing		(exp. 07/31/2022)	
<p>Public reporting burden for this collection of information is estimated to average 0.25 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless that collection displays a valid OMB control number.</p>					
<p>Privacy Act Statement. The Department of Housing and Urban Development (HUD) is authorized to collect the information required on this form by Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). Collection of the name and address of both the family and the owner is mandatory. The information is used to determine if a unit meets the housing quality standards of the section 8 rental assistance program. HUD may disclose this information to Federal, State and local agencies when relevant to civil, criminal, or regulatory investigations and prosecutions. It will not be otherwise disclosed or released outside of HUD, except as permitted or required by law. Failure to provide any of the information may result in delay or rejection of family participation.</p>					
<p>Assurances of confidentiality are not provided under this collection. This collection of information is authorized under Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). The information is used to determine if a unit meets the housing quality standards of the section 8 rental assistance program.</p>					
PHA		Tenant ID Number		Date of Request (mm/dd/yyyy)	
Housing Authority of the [REDACTED]		[REDACTED]		[REDACTED]	
Inspector		Date Last Inspection (mm/dd/yyyy)		Date of Inspection (mm/dd/yyyy)	
[REDACTED]		01/02/2019		01/08/2020	
Neighborhood/Census Tract		Type of Inspection		Project Number	
[REDACTED]		Annual		[REDACTED]	
		<input type="checkbox"/> Initial <input type="checkbox"/> Special <input checked="" type="checkbox"/> Reinspection			
A. General Information					
Street Address of Inspected Unit				Housing Type (check as appropriate)	
[REDACTED]				<input checked="" type="checkbox"/> Single Family Detached	
City		County		<input type="checkbox"/> Duplex or Two Family	
Gadsden		[REDACTED]		<input type="checkbox"/> Row House or Town House	
State		Zip		<input type="checkbox"/> Low Rise: 3,4 Stories, Including Garden Apartment	
AL		[REDACTED]		<input type="checkbox"/> High Rise; 5 or More Stories	
Name of Family				<input type="checkbox"/> Manufactured Home	
[REDACTED]				<input type="checkbox"/> Congregate	
Current Telephone of Family				<input type="checkbox"/> Cooperative	
[REDACTED]				<input type="checkbox"/> Independent Group Residence	
Current Street Address of Family				<input type="checkbox"/> Single Room Occupancy	
[REDACTED]				<input type="checkbox"/> Shared Housing	
City		County			
Gadsden		[REDACTED]			
State		Zip			
AL		[REDACTED]			
Number of Children in Family Under 6					
1					
Name of Owner or Agent Authorized to Lease Unit Inspected				Telephone of Owner or Agent	
[REDACTED]				[REDACTED]	

Scheduled Inspection Letter – First Class Postage letter delivered to the landlord and tenant for pre-scheduled inspections. Initial inspections will be scheduled by phone contact with the landlord.

Housing Authority of the Birmingham District

Birmingham Housing Authority
928 McCallie Ave
Chattanooga, TN 37403-2724
results.mccright.com

December 23, 2019

Event ID - [REDACTED]

PBCEST00101207 - 928109
[REDACTED]

J04000

Dear Housing Choice Voucher Program Participant:
Este es un documento importante. Por favor, pídele a alguien que se la interprete.

Please note that the Housing Authority of the Birmingham District has contracted with McCright & Associates to perform your Annual inspection in accordance with HUD Housing Quality Standards (HQS). Your inspection at [REDACTED] is scheduled for January 8, 2020 between the hours of 2:00 PM and 4:00 PM.

For a successful inspection, please check with the owner/agent on any maintenance issues ahead of time. The inspector will need access to all rooms and areas of the unit, checking for any damages or required repairs. In addition, the inspector will determine whether smoke alarms and fire detection devices are properly mounted and in working order. Please make sure that the refrigerator and stove are clean and in working order, as these areas will also be inspected.

As part of the Section 8 Housing Choice Voucher Program Obligations, families are responsible for ensuring that an adult (18 years or older) be present at scheduled inspections. However, the owner/agent may also want to be present at the inspection in order to be familiar with any required repairs that are noted. If an adult is not present for the scheduled inspection, the inspection will not be conducted. Furthermore, the housing agency may take action to terminate rental assistance to the family for failure to permit inspection.

HQS Failed Inspection – Letters will be generated to landlord and tenant indicating the failed deficiency and the next scheduled date of inspection.

Housing Authority of the Birmingham District

Birmingham Housing Authority
928 McCallie Ave
Chattanooga, TN 37403-2724
results.mccright.com

January 09, 2020

Event ID [REDACTED]

PBFJF400100981 - 949523
[REDACTED]

Vendor ID [REDACTED]

J04000


RE: [REDACTED]

Este es un documento importante. Por favor, pidele a alguien que se la interprete.

On January 8, 2020, a(n) Annual inspection was conducted at [REDACTED] in accordance with the HUD Housing Quality Standards (HQS) by [REDACTED]. Your unit inspection resulted in a Fail rating per HQS.

To comply with HUD regulations, the deficiencies noted on the following page(s) must be corrected within 30 days from the date of this inspection. When a unit under contract fails to meet the HQS requirements, under certain circumstances, in lieu of a physical reinspection, HABD may accept self-certification stating that repairs have been completed. Please visit <http://mccright.com/docs/HABD-Self-Cert-Procedure.pdf> for complete details on the self-certification guidelines. If this inspection qualifies, a Self Certification form is included with the repair listing. For the form to be considered acceptable verification that repairs were made, it must be signed by both the landlord and tenant and returned by fax to 423-265-6222 or emailed to selfcert@mccright.com within twenty-eight (28) calendar days of this failed inspection. You may also elect to certify completed repairs online at www.results.mccright.com. You will need the Event ID of the inspection and your HABD assigned Vendor ID number. If an executed Self Certification is not received by McCright Inspections within twenty-eight (28) days of the inspection, a physical inspection will be required to verify completion of repairs.

Rent Reasonable Report – Rent Reasonable Reports will be generated by the RR team and submitted to the designated agency staff for each specified unit.



Rent Reasonableness Program

Initial Rent Survey:

Property: 123 Abc St 4567
 Tenant Name: ABC1DE-YOUR TENANT
 Tenant Phone: (123)456-7890
 Effective Date: 05/06/11

Report Date: 05/09/11 Based On:
 Recommended Net Rent: \$754.00
 Date Requested: 5/6/2011 Voucher Size:

Notes:

Subject	Comp #1	Comp #2	Comp #3
Cell Phone			
Census Tract			
Last Updated	2011-05-09 13:02:28	2010-06-16 15:22:44	2010-06-16 15:22:32
A. Asking/Current Rent Value:	\$754.00	\$756.00	\$762.00
B. Design, Location, Condition			
Structure/Stories	1	1	1
Housing Type	LowRise/Garden	LowRise/Garden	LowRise/Garden
Yr. Built/Yr. Renovated	2005	1986	1986
Neighborhood	Residential	Residential	Residential
C. Unit Equipment/Amenities			
# Bedrooms	1	1	1
# Baths	1 & 1/2 Bath	2 Full Bath	2 Full Bath
Unit Interior Sq. Ft.	1266	1153	1153
Balcony/Patio	Yes	No	No
AC: Central/Wall	Central	Central	Central
Range	Yes/Owner	Yes/Owner	Yes/Owner
Refrigerator	Yes/Owner	Yes/Owner	Yes/Owner
Microwave	Yes	No	No
Dishwasher	Yes	Yes	Yes
Washer/Dryer	On Unit	No	No
Cable/Satellite Available	No	No	No
D. Site Parking	onSite	onSite	onSite
E. Utilities	See Atch	See Atch	See Atch
F. Rent Adjustments Recap			
Asking/Current Rent Value	\$754.00	\$756.00	\$762.00
Sum of all Unit Point Value	72	59	59
Sum of Utility Adjustments (\$)	\$116.00	\$142.00	\$142.00
G. Gross Rent (\$)	\$870.00	\$898.00	\$904.00
H. Comp Adjustments(\$)		\$49.55	\$49.55
I. Appliances Adj.(\$)		\$0.00	\$0.00
J. Adj. Gross Rent(\$)		\$848.45	\$854.45


Documentation – Units which fail the re-inspection will be placed on an abatement report as the units fail. Upon cure of the deficiency, the report will be generated for an Abate-Lift.

<u>Inspect Date</u>	<u>Event ID</u>	<u>Inspection Type</u>	<u>Decision</u>	<u>Participant ID</u>	<u>Client Unit ID</u>	<u>Tenant Last Name</u>	<u>Tenant First Name</u>	<u>Address</u>	<u>Unit</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Recert Month</u>	<u>Landlord ID</u>
03/05/2020		Annual	In-No One Home											
03/25/2020		Ann-2nd Attempt	Failed											
04/22/2020		Ann-Reinsp	Fail-Reinspect											
05/01/2020		Abate Cure-Reinsp	Fail-Reinspect											
03/17/2020		Annual	In-T/O Rescheduled											

Integration File – An Excel spreadsheet will be generated to reflect the units extracted and can be imported.

```
AbstractPreAuthenticatedProcessingFilter.java:121)
    org.springframework.security.web.FilterChainProxy$VirtualFilterChain.doFilter(FilterChainProxy.java:331)
    org.springframework.security.web.authentication.logout.LogoutFilter.doFilter(LogoutFilter.java:121)
    org.springframework.security.web.FilterChainProxy$VirtualFilterChain.doFilter(FilterChainProxy.java:331)
    org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:101)
    org.springframework.security.web.FilterChainProxy$VirtualFilterChain.doFilter(FilterChainProxy.java:331)
org.springframework.security.web.context.SecurityContextPersistenceFilter.doFilter(SecurityContextPersistenceFilter.java:105)
    org.springframework.security.web.FilterChainProxy$VirtualFilterChain.doFilter(FilterChainProxy.java:331)
    org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:101)
    org.springframework.security.web.FilterChainProxy$VirtualFilterChain.doFilter(FilterChainProxy.java:331)
    org.springframework.security.web.FilterChainProxy.doFilterInternal(FilterChainProxy.java:214)
    org.springframework.security.web.FilterChainProxy.doFilter(FilterChainProxy.java:177)
    org.springframework.web.filter.DelegatingFilterProxy.invokeDelegate(DelegatingFilterProxy.java:346)
    org.springframework.web.filter.DelegatingFilterProxy.doFilter(DelegatingFilterProxy.java:262)
    org.springframework.web.filter.RequestContextFilter.doFilterInternal(RequestContextFilter.java:99)
    org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:107)
    org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:101)
    org.springframework.web.filter.OncePerRequestFilter.doFilter(OncePerRequestFilter.java:101)
```

No-Show Tag – a bright pink Housing Inspection Report will be left at each unit to indicate the results of the inspection or if the tenant was present at the unit.



McCright
& Associates

HOUSING INSPECTION REPORT

Date: ____/____/____

Address: _____

Event ID: _____

Type: Initial Annual

Re-Inspection: Routine Emergency

Abate Cure Other _____

Inspection Results:

PASS EMERGENCY FAIL

FAIL NOT COMPLETED

Reason Not Completed: No Show Refused Entry

No Adult Present Other _____

Next Inspection: ____/____/____

Next Inspection Notification to be by Mail

Please Call for Follow-Up Inspection

Unit is Eligible for Self Certification

EMERGENCY REINSPECTION REQUIRED

Day: _____ Date: ____/____/____

Owner Contacted: Yes No

Emergency Deficiencies:

Smoke or Carbon Monoxide Detector

Location: _____

Electrical

Plumbing

Other

ADDITIONAL COMMENTS:

Inspector: _____

Questions? Please call: <LOCAL NUMBER>

www.results.mccright.com

Self-certification Inspection – The failed inspection will be eligible for self-certification pending the protocol established by the agency. The results will be included on the Daily Inspection Report.

Housing Authority of Cook County

January 09, 2019

Event ID: [REDACTED]

RECEIVED
JAN 29 2019
McCright & Associates

Summary of Inspection Findings [REDACTED] inspected on January 09, 2019

Special Notes:
None.

24-Hour Emergency Repairs (Must be Repaired in 24 Hours):
None.

I certify that all :1 repairs listed below for client number [REDACTED] Event ID: [REDACTED] have been completed.

Routine Repairs:
* Kitchen | Cabinets/Ctrtop | Adequate Food Prep Area | Center Rear | Level: 1
The countertop working surface does not provide adequate space for food preparation. COMMENTS: Damaged countertop left of sink

Items that the inspector noticed but did not cause your property to fail:
None.

Both Owner/Agent and Tenant signatures are required for Self Certification form to be valid

Owner/Authorized Agent Name: [REDACTED] Print Name Date <u>1-19-2019</u> [REDACTED]	Tenant Name: [REDACTED] Print Name Date <u>1/19/19</u> [REDACTED]
---	---

Abate Lift Report – Failed inspections beyond the 30-day period, upon cure, will be placed on the Abate Lift Report.

Inspect Date	Event ID	Inspection Type	Decision	Participant ID	Client Unit ID	Tenant Last Name	Tenant First Name	Address	Unit	City	State	Zip	Recert Month	Landlord ID
03/05/2020		Annual	In-No One Home											
03/25/2020		Ann-2nd Attempt	Failed											
04/22/2020		Ann-Reinspect	Fail-Reinspect											
05/01/2020		Abate Cure-Reinspect	Fail-Reinspect											
03/17/2020		Annual	In-T/O Rescheduled											

Def Trends – the number of deficiencies will be categorized and ranked. This report is included in the monthly report.

	A	B	C	D	E	F	G	H	I	J									
1	SECTION VII. HQS Inspections																		
2																			
3	A. Inspection Results and Completion Rates by Inspection Type																		
4	Inspection Due In October																		
5																			
6																			
7																			
8																			
9																			
10	October	Inspection Requirements Received	Pass	Fail	Inconclusive	Total Conducted	Completion Rate	Pass Rate	Fail Rate	Inconclusive Rate									
11	Annual Inspections					0		N/A	N/A	N/A									
12	Annual 2nd Attempts					0		N/A	N/A	N/A									
13	Annual 3rd Attempts					0		N/A	N/A	N/A									
14	Annual Reinspections					0		N/A	N/A	N/A									
15	Subtotal	0	0	0	0	0		N/A	N/A	N/A									
16	QA Inspections	0	0	0	0	0		N/A	N/A	N/A									
17	QA Reinspections	0	0	0	0	0		N/A	N/A	N/A									
18	Initial Inspections	0				0	N/A	N/A	N/A	N/A									
19	Initial Re-inspects					0		N/A	N/A	N/A									
20	Complaint	0	0	0	0	0	N/A	N/A	N/A	N/A									
21	Emergency	0	0	0	0	0	N/A	N/A	N/A	N/A									
22	Compliance	0	0	0	0	0		N/A	N/A	N/A									
23	Complaint/Compliance Reinspects	0	0	0	0	0		N/A	N/A	N/A									
24	Courtesy	0	0	0	0	0		N/A	N/A	N/A									
25	24 hour reinspections					0		N/A	N/A	N/A									
26	Abate/ITT Cure Inspections					0		N/A	N/A	N/A									
27	Total	0	0	0	0	0	-	N/A	N/A	N/A									
28	Source: McCright																		
29	**Note: inspection requirements received in the last 2-3 days of month may not be scheduled until the following month possibly resulting in a slightly higher or lower % completion rate																		
30	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Timeliness	FYE	InconFYE	InitTurn	QC	Ind6	DefTrend

Deficiency Report – deficiencies identified during the inspection process will be generated in an aggregate format compiled on an Excel spreadsheet.

	A	B	C	D	E	F
1	Count	Def Abbr	Severity Level			
2	10217	GFI Rqd	Routine			
3	8780	Smoke Det Msg/Dmg	Emergency			
4	2681	GFI Dmg/Funct	Routine			
5	2321	Toilet NAP	Routine			
6	2313	Smoke Det Batt	Emergency			
7	2177	Lt Globe Dmg/Msg	Routine			
8	2098	Wall Dmg	Routine			
9	2012	Dr Wthstrip	Routine			
10	1792	Fl Cvr Dmg/Ms	Routine			
11	1647	Lt Fix Nwk/Short	Routine			
12	1639	H&S Other	Routine			
13	1527	Tub/Shwr Grout/Caulk	Routine			
14	1493	H&S Mold/Mildew	Routine			
15	1461	Smoke Det Batt	Routine			
16	1438	Fl Tile Dmg/Ms	Routine			
17	1435	Outcvr Dmg	Routine			
18	1429	Infest Insects	Routine			
19	1408	Smoke Det Msg/Dmg	Routine			
20	1376	Dr Frame Dmg	Routine			
21	1345	Ceil Wtr Stn	Routine			
22	1313	Tub Chip/Rust/Pnt	Routine			
23	1273	Entry Dr Hdw Dmg/Msg	Routine			
24	1214	Outlet Exp Wr	Emergency			
25	1199	Tub/Shwr Hdw Dmg/Msg	Routine			
26	1134	Outlet Short	Routine			
27	1061	Dr Hrdw Clst	Routine			

Self Certification inspection report - This report indicates which units were submitted via the self-certification process either through fax, email, online or by mail.

Authority Number	Owner Number	Unit Id	Tenant Number	Tenant First Name	Tenant Last Name	Reexam Date	Tenant Apartment #	Tenant Address1	Tenant Address2	Tenant City	Tenant State	Tenant Zip	Tenant Telephone	Tenant
S						2/1/2020				Daytona Beach	FL			
S						4/1/2020				Daytona Beach	FL			
S						7/1/2020				Daytona Beach	FL			
S						8/1/2020				Daytona Beach	FL			
S						9/1/2020				Daytona Beach	FL			
S						1/1/2020				Daytona Beach	FL			
S						7/1/2020				Holly Hill	FL			
S						3/1/2020				Daytona Beach	FL			
S						4/1/2020				Holly Hill	FL			
S						8/1/2020				Daytona Beach	FL			
S						4/1/2020				Daytona Beach	FL			
S						6/1/2020				Daytona Beach	FL			
S						7/1/2020				Daytona Beach	FL			
S						6/1/2020				Daytona Beach	FL			
S						5/1/2020				Daytona Beach	FL			
S						7/1/2020				Daytona Beach	FL			
S						8/1/2020				Daytona Beach	FL			
S						8/1/2020				South Daytona	FL			
S						1/1/2020				Daytona Beach	FL			
S						12/1/2019				Holly Hill	FL			
S						10/1/2020				Daytona Beach	FL			
S						4/1/2020				Daytona Beach	FL			
S						7/1/2020				Ormond Beach	FL			
S						10/1/2020				Daytona Beach	FL			
S						9/1/2020				Daytona Beach	FL			
S						1/1/2020				Daytona Beach	FL			
S						12/1/2020				Daytona Beach	FL			
S						1/1/2020				Daytona Beach	FL			

PROPERTY INSPECTION

For

YOUR TENANT

Located At

123 ABC STREET

GPS VERIFIED

System Date / Time Stamp

6/24/2010 10:11:01 AM

Front Elevation Photo



Inspection Status:

Started

You have opted to begin the inspection process. Please use the navigation tool on the right to proceed to the next page.



General Inspection Information

Tenant Name: Event ID:

Property Street Address: Housing Authority:

Property Street Address 2: Inspection Type:

City: State: Zip: Sched. Start Time:

Phone Number: Sched. End Time:

General Property Information

Structure Type: Other: Unit Square Footage:

Bedrooms: # Sleeping Rooms: # Bathrooms: # Residents:

Tenant's Monthly Rent: Additional Fees?: Fee Description:

Lead-Based Paint Information

Year Built:

Please complete the following section if the home was built BEFORE 1978

Are there any children under the age of six residing in the residence three or more days a week? Yes / No

If yes, how many Children

EIBLL Children

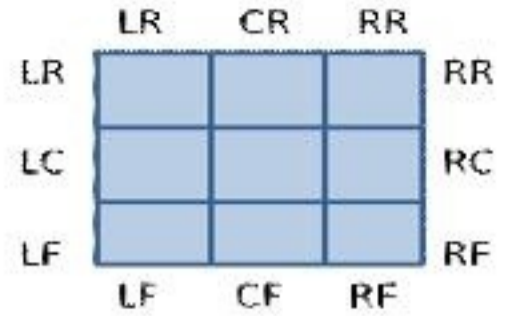
Property is Primary Residence for Children who qualify as EIBLL Yes / No

If Yes, Number of EIBLL Children ?

PROPERTY & CONFIDENTIAL

LIVINGROOM

Floor:



Amenities

Circle all that apply:

Fireplace/Stove

Balcony/Patio/Porch

Ceiling Fan

Exceptional Size

High Quality Floors or Wall Coverings

Special Windows or Doors

Other

Other Description

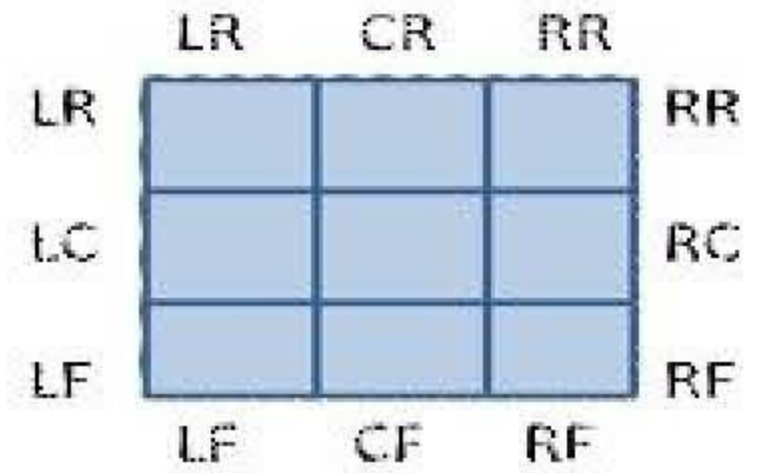
Deficiencies

Group	Category	Deficiency Code	Severity	Responsible	CMT	PIC

PROPRIETARY & CONFIDENTIAL

KITCHEN

Floor:



Amenities

Circle all that apply:

- Disposal
 Modern Appliances
 Eating Counter/Nook
 Abundant Counter Space
 Pantry or Abundant Shelving/Cabinets
 Ceiling Fan
 Separate Freezer
 Double/Self Clean Oven
 Double Sink
 High Quality Cabinets
 Exceptional Size
 Other

Other Description:

Deficiencies

Group	Category	Deficiency Code	Severity	Responsible	CMT	PIC
Systems	Appl - Kitchen	Ref Dmg	Fail Routine	Owner		•

PROPRIETARY & CONFIDENTIAL

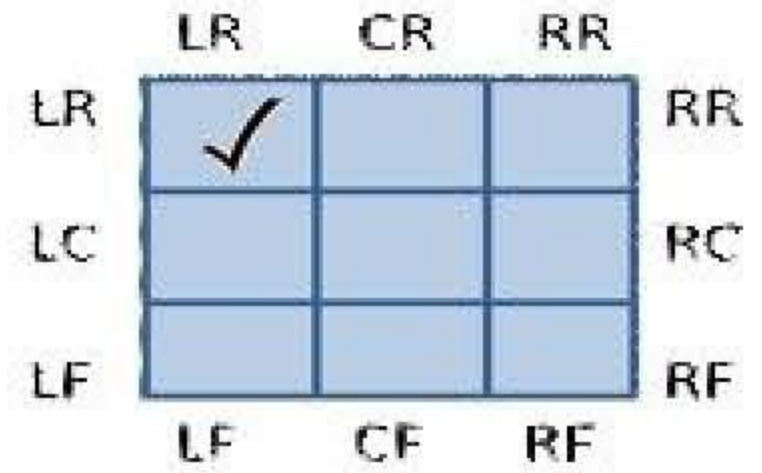


CONFIDENTIAL
PROPRIETARY &

**Deficiency in Kitchen
1st Floor**

BATHROOM #1

Floor:



Amenities

Circle all that apply:

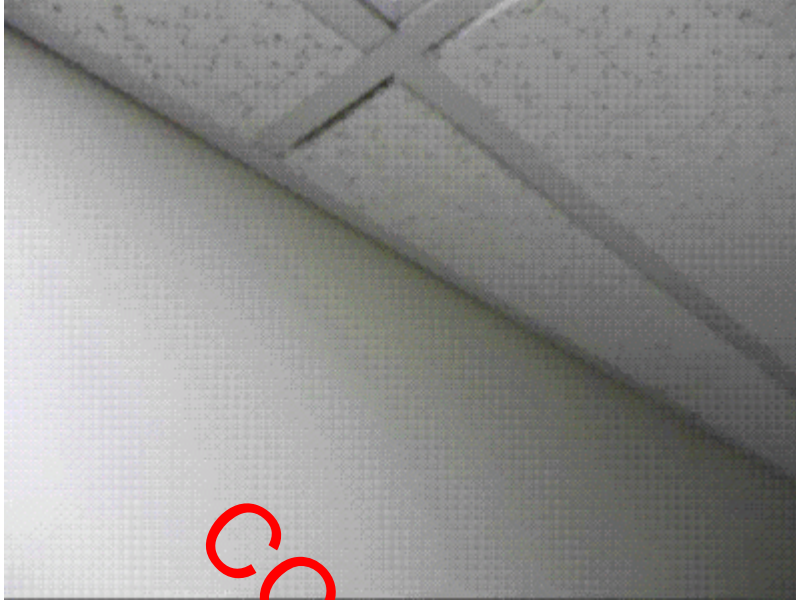
- Large Mirrors
 Glass Shower Doors
 Double Sink / Special Lavatory
 Special Feature Shower Head
 Built In Heat lamp
 Separate Dressing Room
 Other

Other Description

Deficiencies

Group	Category	Deficiency Code	Severity	Responsible	CMT	PIC
Unit Int	Int Ceil - Bathroom	Int Ceil Mold/Wdwr	Fail Routine	Tenant		•

PROPRIETARY & CONFIDENTIAL

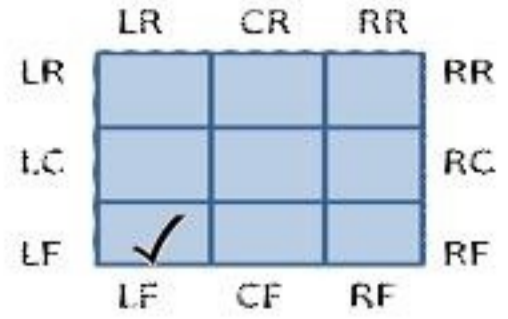


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**Deficiency in Bathroom #1
1st Floor Left Rear**

BATHROOM #2

Floor:



Amenities

Circle all that apply:

- Large Mirrors
 Glass Shower Doors
 Double Sink / Special Lavatory
 Special Feature Shower Head
 Built In Heat lamp
 Separate Dressing Room
 Other

Other Description

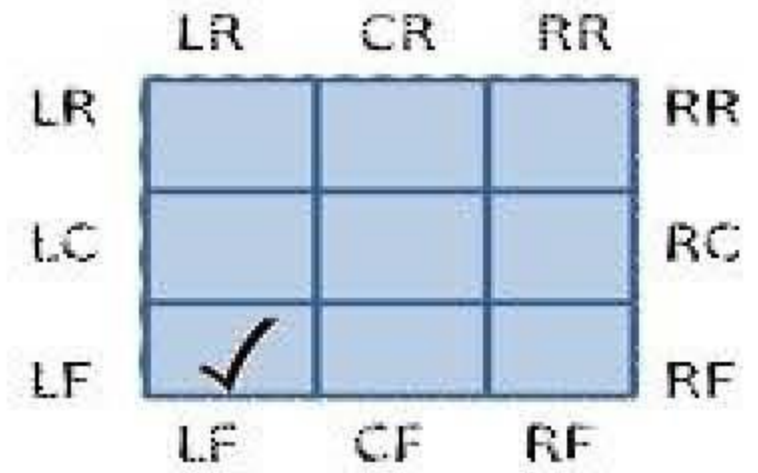
Deficiencies

Group	Category	Deficiency Code	Severity	Responsible	CMT	PIC

PROPRIETARY & CONFIDENTIAL

BEDROOM #1

Floor:



Amenities

Circle all that apply:

- Fireplace/Stove
 Balcony/Patio/Porch
 Ceiling Fan
 Exceptional Size
 Special Windows or Doors
 High Quality Floors or Wall Coverings
 Other

Other Description

Deficiencies

Group	Category	Deficiency Code	Severity	Responsible	CMT	PIC
Unit Int	Int Floor - Bedroom	Int Flr Cvr Dirty	Pass with Comments	Tenant	.	•

PROPRIETARY & CONFIDENTIAL

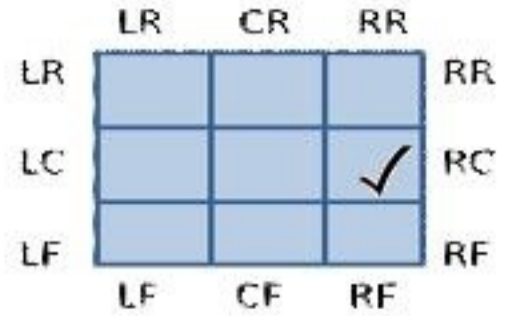


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**Deficiency in Bedroom #1
1st Floor/Left Front**

BEDROOM #2

Floor:



Amenities

Circle all that apply:

Fireplace/Stove

Balcony/Patio/Porch

Ceiling Fan

Exceptional Size

Special Windows or Doors

High Quality Floors or Wall Coverings

Other

Other Description

Deficiencies

Group	Category	Deficiency Code	Severity	Responsible	CMT	PIC

PROPRIETARY & CONFIDENTIAL

COMMON AREAS

Amenities

Circle all that apply:

Common Laundry Room (Not In Unit)

Pool

Other

Other Description

Deficiencies

Group	Category	Deficiency Code	Severity	Responsible	CMT	PIC

PROPRIETARY & CONFIDENTIAL

EXTERIOR

Structure exterior has been inspected



Amenities

Circle all that apply:

Thermal/Storm Windows or Doors

Other Forms of Weatherization

Screen Doors

Playground

Window Screens

Good Maintenance of Building Exterior

Good Upkeep of Grounds

Other

Other Description

Deficiencies

Group	Category	Deficiency Code	Severity	Responsible	CMT	PIC

PROPRIETARY & CONFIDENTIAL

Property Amenities

Appliances Supplied by Owner: Refrigerator / Range / Microwave / Dishwasher / Washer / Dryer

Predominant Flooring: Carpet / Ceramic / Hardwood / Vinyl

In-Unit Laundry: Yes / No **If Yes:** Washer Hookup / Dryer hookup

Common Laundry Facilities: Yes / No **Yard:** Private / Fenced

Parking: On Street / Off Street / Carport / Garage

Accessibility Features: Wheelchair Accessible / Ramp / Wheelchair Lift / Modified Kitchen / Modified Bath

Disability Features: Smoke Detector with Strobe / Flashing Doorbell / Braille / Hearing Impaired (Visual Aids)

Other: Elevator / Pool / Security System(LL) / Lawn Service(LL)

General Comments:

Property Utilities & Responsibilities

Heating System: Central Forced Air / Building-wide / Baseboard / Window / Wall / Other

Heating Fuel: Natural Gas / LP Gas / Electric / Oil / Other **Pays:** Tenant / Owner

Cooking Fuel: Natural Gas / LP Gas / Electric / Other **Pays:** Tenant / Owner

Water Heating Fuel: Natural Gas / LP Gas / Electric / Other **Pays:** Tenant / Owner

Gas in Service (If Applicable): Yes / No / NA

Air Conditioning: Central / Wall / Owner's Window Unit(s) / Tenant's Window Unit(s)

Pays Electricity: Tenant / Owner **Electricity in Service:** Yes / No

Pays Water: Tenant / Owner **Water In Service:** Yes / No **# of Meters:**

Pays Sewer: Tenant / Owner **Sewer Type:** City Sewer / Septic System

Pays Trash: Tenant / Owner

Rating / Safety

Unit HQS Rating: Excellent / Sound / Average / Poor

Neighborhood Rating: Excellent / Above Average / Average / Below Average

Working Smoke Detector on every floor? Yes / No

CMOX Sensors installed? (Gas Utility Homes Only) Yes / No / NA



Event ID	ABCD1E		
Tennant Name	YOUR TENANT		
Address	123 ABC STREET		
Unit#	#1		
City	YOUR CITY	State	NJ Zip 12345

Deficiency Summary

Room / Location	Deficiency Detail	Severity	Responsible
1ST Kitchen	Ref Dmg	Fail Routine	Owner
1ST Bathroom	Int Ceil Mold/Mldw	Fail Routine	Tenant
1ST Bedroom	Int Flr Cvr Dirty	Pass With Co	Tenant

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*****Attention****** This summary page will only list the first 20 property deficiencies. The remaining deficiencies, photos and comments are immediately available for review on the web at [Http://www.Results.McCright.com](http://www.Results.McCright.com)

Inspection Type	Annual	Inspection Time:	10:27:01 AM
Inspection Status	Fail Routine		
(Reason if Inconclusive)			
General Comments	Duplex.		

Jada Case

Owner

Garson Roberts

Tenant

Inspection Form

Housing Choice Voucher Program

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing

OMB Approval No. 2577-0169

Public reporting burden for this collection of information is estimated to average 0.25 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless that collection displays a valid OMB control number.

Privacy Act Statement. The Department of Housing and Urban Development (HUD) is authorized to collect the information required on this form by Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). Collection of the name and address of both the family and the owner is mandatory. The information is used to determine if a unit meets the housing quality standards of the section 8 rental assistance program. HUD may disclose this information to Federal, State and local agencies when relevant to civil, criminal, or regulatory investigations and prosecutions. It will not be otherwise disclosed or released outside of HUD, except as permitted or required by law. Failure to provide any of the information may result in delay or rejection of family participation.

Assurances of confidentiality are not provided under this collection.

This collection of information is authorized under Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). The information is used to determine if a unit meets the housing quality standards of the section 8 rental assistance program.

PHA YOUR HOUSING AUTHORITY		Tenant ID Number 12345		Date of Request (mm/dd/yyyy)	
Inspector McCright Inspector		Date Last Inspection (mm/dd/yyyy) 04/19/2011		Date of Inspection (mm/dd/yyyy) 04/19/2011	
Neighborhood/Census Tract 0		Type of Inspection Initial/RFTA <input checked="" type="checkbox"/> Initial <input type="checkbox"/> Special <input type="checkbox"/> Reinspection		Project Number 86801	
A. General Information					
Street Address of Inspected Unit 123 ABC ST UNIT 1A				Housing Type (check as appropriate)	
City YOUR CITY		County		<input type="checkbox"/> Single Family Detached	
State ST		Zip 12345-6789		<input type="checkbox"/> Duplex or Two Family	
Name of Family FAMILY NAME		Event ID: ABCDEF		<input checked="" type="checkbox"/> Row House or Town House	
Current Telephone of Family 123-456-7890		<input type="checkbox"/> Low Rise: 3,4 Stories, Including Garden Apartment			
Current Street Address of Family 123 ABC ST UNIT 1A					
City YOUR CITY		County		<input type="checkbox"/> High Rise; 5 or More Stories	
State ST		Zip 12345-6789		<input type="checkbox"/> Manufactured Home	
Number of Children in Family Under 6 0 (with EBL - 0)		<input type="checkbox"/> Congregate			
Name of Owner or Agent Authorized to Lease Unit Inspected OWNER/AGENT		Telephone of Owner or Agent 123-456-7890		<input type="checkbox"/> Cooperative	
Address of Owner or Agent 123 ABC ST, SUITE 100		<input type="checkbox"/> Independent Group Residence			
CITY, ST 12345-6789		<input type="checkbox"/> Single Room Occupancy			
		<input type="checkbox"/> Shared Housing			
		<input type="checkbox"/> Other: Mid Row			

B. Summary Decision on the Unit

(to be completed after the form has been filled in)

Housing Quality Standard Pass or Fail

1. **Fail** If there are any checks under the column headed "Fail" the unit fails the minimum housing quality standards. Discuss with the owner the repairs noted that would be necessary to bring the unit up to the standard.

2. **Inconclusive** If there are no checks under the column headed "Fail" and there are checks under the column headed "Inconclusive," obtain additional information necessary for a decision (question owner or tenant as indicated in the item instructions given in this checklist). Once additional information is obtained, change the rating for the item and record the date of verification at the far right of the form.

3. **Pass** If neither (1) nor (2) above is checked, the unit passes the minimum housing quality standards. Any additional conditions described in the right hand column of the form should serve to (a) establish the precondition of the unit, (b) indicate possible additional areas to negotiate with the owner, (c) aid in assessing the reasonableness of the rent of the unit, and (d) aid the tenant in deciding among possible units to be rented. The tenant is responsible for deciding whether he or she finds these conditions acceptable.

Unit Size: Count the number of bedrooms for purposes of the FMR or Payment Standard. Record in the box provided.

Year Constructed: Enter from Line 5 of the Request for Tenancy Approval form. Record in the box provided.

Number of Sleeping Rooms: Count the number of rooms which could be used for sleeping, as identified on the checklist. Record in the box provided.

C. How to Fill Out This Checklist

Complete the checklist on the unit to be occupied (or currently occupied) by the tenant. Proceed through the inspection as follows:

Area	Checklist Category
room by room	1. Living Room 2. Kitchen 3. Bathroom 4. All Other Rooms Used for Living 5. All Secondary Rooms Not Used for Living
basement or utility room	6. Heating & Plumbing
outside	7. Building Exterior
overall	8. General Health & Safety

Each part of the checklist will be accompanied by an explanation of the item to be inspected.

Important: For each item numbered on the checklist, **check one box only** (e.g., check one box only for item 1.4 "Security" in the Living Room.)

In the space to the right of the description of the item, if the decision on the item is: "Fail" write what repairs are necessary; If "Inconclusive" write in details.

Also, if "Pass" but there are some conditions present that need to be brought to the attention of the owner or the tenant, write these in the space to the right.

If it is an annual inspection, record to the right of the form any repairs made since the last inspection. If possible, record reason for repair (e.g., ordinary maintenance, tenant damage).

If it is a complaint inspection, fill out only those checklist items for which complaint is lodged. Determine, if possible, tenant or owner cause.

Once the checklist has been completed, return to Part B (Summary Decision on the Unit).

Previous editions are obsolete

1. Living Room

1.1 Living Room Present

Note: If the unit is an efficiency apartment, consider the living room present.

1.2 Electricity

In order to qualify, the outlets must be present and properly installed in the baseboard, wall or floor of the room. Do not count a single duplex receptacle as two outlets, i.e., there must be **two** of these in the room, or **one** of these **plus a permanently installed ceiling or wall light fixture**.

Both the outlets and/or the light must be working. Usually, a room will have sufficient lights or electrical appliances plugged into outlets to determine workability. Be sure light fixture does not fail just because the bulb is burned out.

Do not count any of the following items or fixtures as outlets/fixtures: Table or floor lamps (these are **not** permanent light fixtures); ceiling lamps plugged into socket; extension cords.

If the electric service to the unit has been temporarily turned off check "Inconclusive." Contact owner or manager after inspection to verify that electricity functions properly when service is turned on. Record this information on the checklist.

1.3 Electrical Hazards

Examples of what this means: broken wiring; non-insulated wiring; frayed wiring; improper types of wiring, connections or insulation; wires lying in or located near standing water or other unsafe places; light fixture hanging from electric wiring without other firm support or fixture; missing cover plates on switches or outlets; badly cracked outlets; exposed fuse box connections; overloaded circuits evidenced by frequently "blown" fuses (ask the tenant).

Check "Inconclusive" if you are uncertain about severity of the problem and seek expert advice.

1.4 Security

"Accessible to outside" means: doors open to the outside or to a common public hall; windows accessible from the outside (e.g. basement and first floor); windows or doors leading onto a fire escape, porch or other outside place that can be reached from the ground.

"Lockable" means: the window or door has a properly working lock, or is nailed shut, or the window is not designed to be opened. A storm window lock that is working properly is acceptable. Windows that are nailed shut are acceptable only if these windows are not needed for ventilation or as an alternate exit in case of fire.

1.5 Window Condition

Rate the windows in the room (including windows in doors).

"Severe deterioration" means that the window no longer has the capacity to keep out the wind and the rain or is a cutting hazard. Examples are: missing or broken-out panes; dangerously loose cracked panes; windows that will not close; windows that, when closed, do not form a reasonably tight seal.

If more than one window in the room is in this condition, give details in the space provided on the right of the form.

If there is only "moderate deterioration" of the windows the item should "Pass." "Moderate deterioration" means windows which are reasonably weather-tight, but show evidence of some aging, abuse, or lack of repair. Signs of deterioration are: minor crack in window pane; splintered sill; signs of some minor rotting in the window frame or the window itself; window panes loose because of missing window putty. Also for deteriorated and peeling paint see 1.9. If more than one window is in this condition, give details in the space provided on the right of the form.

ref Handbook 7420.8 form HUD-52580-A (9/00)

1. Living Room

For each numbered item, check one box only.

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
1.1 Living Room Present	Is there a living room?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
1.2 Electricity	Are there at least two working outlets or one working outlet and one working light fixture?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
1.3 Electrical Hazards	Is the room free from electrical hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
1.4 Security	Are all windows and doors that are accessible from the outside lockable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
1.5 Window Condition	Is there at least one window, and are all windows free of signs of severe deterioration or missing or broken out panes?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
1.6 Ceiling Condition	Is the ceiling sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
1.7 Wall Condition	Are the walls sound and free from hazardous defects?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		QcA a/AO(*	
1.8 Floor Condition	Is the floor sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
1.9 Lead-Based Paint	Are all painted surfaces free of deteriorated paint?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
	If no, does deteriorated surfaces exceed two square feet and/or more than 10% of a component?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Applicable	

Additional Comments: (Give Item Number)

FE A @ A a/A a a ^ a AP [V A ^ @ a A [[' a

Comments continued on a separate page Yes No

2. Kitchen

For each numbered item, check one box only.

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
2.1 Kitchen Area Present	Is there a kitchen?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
2.2 Electricity	Are there at least one working outlet and one working, permanently installed light fixture?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.3 Electrical Hazards	Is the kitchen free from electrical hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.4 Security	Are all windows and doors that are accessible from the outside lockable?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		0) d^ A^ A^ aà[c	
2.5 Window Condition	Are all windows free of signs of deterioration or missing or broken out panes?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
2.6 Ceiling Condition	Is the ceiling sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
2.7 Wall Condition	Are the walls sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
2.8 Floor Condition	Is the floor sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
2.9 Lead-Based Paint	Are all painted surfaces free of deteriorated paint? If no, does deteriorated surfaces exceed two square feet and/or less than 10% of a component?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Not Applicable	
2.10 Stove or Range with Oven	Is there a working oven, and a stove (or range) with top burners that work? If no oven and stove (or range) are present, is there a microwave oven and, if microwave is owner-supplied, do other tenants have microwaves instead of an oven and stove (or range)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.11 Refrigerator	Is there a refrigerator that works and maintains a temperature low enough so that food does not spoil over a reasonable period of time?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.12 Sink	Is there a kitchen sink that works with hot and cold running water?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2.13 Space for Storage, Preparation, and Serving of Food	Is there space to store, prepare, and serve food?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Additional Comments: (Give Item Number)(Use an additional page if necessary)

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Comments continued on a separate page Yes No

3. Bathroom

For each numbered item, check one box only.

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
3.1 Bathroom Present (See description)	Is there a bathroom?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.2 Electricity	Is there at least one permanently installed light fixture?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.3 Electrical Hazards	Is the bathroom free from electrical hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.4 Security	Are all windows and doors that are accessible from the outside lockable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.5 Window Condition	Are all windows free of signs of deterioration or missing or broken out panes?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.6 Ceiling Condition	Is the ceiling sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.7 Wall Condition	Are the walls sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.8 Floor Condition	Is the floor sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.9 Lead-Based Paint	Are all painted surfaces free of deteriorated paint? If no, does deteriorated surfaces exceed two square feet and/or more than 10% of a component?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Applicable	
3.10 Flush Toilet in Enclosed Room in Unit	Is there a working toilet in the unit for the exclusive private use of the tenant?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.11 Fixed Wash Basin or Lavatory in Unit	Is there a working, permanently installed wash basin with hot and cold running water in the unit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.12 Tub or Shower	Is there a working tub or shower with hot and cold running water in the unit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.13 Ventilation	Are there operable windows or a working vent system?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Additional Comments: (Give Item Number)(Use an additional page if necessary)

Comments continued on a separate page Yes No

3. Bathroom

For each numbered item, check one box only.

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
3.1 Bathroom Present (See description)	Is there a bathroom?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.2 Electricity	Is there at least one permanently installed light fixture?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.3 Electrical Hazards	Is the bathroom free from electrical hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.4 Security	Are all windows and doors that are accessible from the outside lockable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.5 Window Condition	Are all windows free of signs of deterioration or missing or broken out panes?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.6 Ceiling Condition	Is the ceiling sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.7 Wall Condition	Are the walls sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.8 Floor Condition	Is the floor sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
3.9 Lead-Based Paint	Are all painted surfaces free of deteriorated paint? If no, does deteriorated surfaces exceed two square feet and/or more than 10% of a component?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Applicable	
3.10 Flush Toilet in Enclosed Room in Unit	Is there a working toilet in the unit for the exclusive private use of the tenant?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.11 Fixed Wash Basin or Lavatory in Unit	Is there a working, permanently installed wash basin with hot and cold running water in the unit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.12 Tub or Shower	Is there a working tub or shower with hot and cold running water in the unit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3.13 Ventilation	Are there operable windows or a working vent system?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Additional Comments: (Give Item Number)(Use an additional page if necessary)

Comments continued on a separate page Yes No

4. Other Rooms Used for Living and Halls For each numbered item, check one box only.

4.1 Room Location

Room Code 1

Left right/left/center: the room is situated to the right, left, or center of the unit.
Front front/rear/center: the room is situated to the back, front or center of the unit.
1 floor level: the floor level on which the room is located.

- 1 = Bedroom or Any Other Room Used for Sleeping (regardless of type of room)
- 2 = Dining Room or Dining Area
- 3 = Second Living Room, Family Room, Den, Playroom, TV Room
- 4 = Entrance Halls, Corridors, Halls, Staircases
- 5 = Additional Bathroom (also check presence of sink trap and clogged toilet)
- 6 = Other:

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
	Bedroom					
4.2	Electricity/Illumination If Room Code is a 1, are there at least two working outlets or one working outlet and one working, permanently installed light fixture? If Room Code is not a 1, is there a means of illumination?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.3	Electrical Hazards Is the room free from electrical hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.4	Security Are all windows and doors that are accessible from the outside lockable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.5	Window Condition If Room Code is a 1, is there at least one window? And, regardless of Room Code, are all windows free of signs of severe deterioration or missing or broken-out panes?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.6	Ceiling Condition Is the ceiling sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.7	Wall Condition Are the walls sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.8	Floor Condition Is the floor sound and free from hazardous defects?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Int Flr Cvr Dirty	
4.9	Lead-Based Paint Are all painted surfaces free of deteriorated paint? If no, does deteriorated surfaces exceed two square feet and/or more than 10% of a component?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Applicable	
4.10	Smoke Detectors Is there a working smoke detector on each level? Do the smoke detectors meet the requirements of NFPA 74? In units occupied by the hearing impaired, is there an alarm system connected to the smoke detector?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Additional Comments: (Give Item Number)(Use an additional page if necessary)
 4.8 (Other Rm = Bedroom)The floor or floor covering is excessively stained or soiled [Not draining properly]

Comments continued on a separate page Yes No

4. Other Rooms Used for Living and Halls For each numbered item, check one box only.

4.1 Room Location

Room Code

Left right/left/center: the room is situated to the right, left, or center of the unit.
Rear front/rear/center: the room is situated to the back, front or center of the unit.
B floor level: the floor level on which the room is located.

- 1 = Bedroom or Any Other Room Used for Sleeping (regardless of type of room)
- 2 = Dining Room or Dining Area
- 3 = Second Living Room, Family Room, Den, Playroom, TV Room
- 4 = Entrance Halls, Corridors, Halls, Staircases
- 5 = Additional Bathroom (also check presence of sink trap and clogged toilet)
- 6 = Other: Other Rooms for Living (Laundry Room)

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
	Other Rooms for Living (Laundry Room)					
4.2	Electricity/Illumination If Room Code is a 1, are there at least two working outlets or one working outlet and one working, permanently installed light fixture? If Room Code is not a 1, is there a means of illumination?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.3	Electrical Hazards Is the room free from electrical hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.4	Security Are all windows and doors that are accessible from the outside lockable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.5	Window Condition If Room Code is a 1, is there at least one window? And, regardless of Room Code, are all windows free of signs of severe deterioration or missing or broken-out panes?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
4.6	Ceiling Condition Is the ceiling sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.7	Wall Condition Are the walls sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.8	Floor Condition Is the floor sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.9	Lead-Based Paint Are all painted surfaces free of deteriorated paint? If no, does deteriorated surfaces exceed two square feet and/or more than 10% of a component?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Applicable	
4.10	Smoke Detectors Is there a working smoke detector on each level? Do the smoke detectors meet the requirements of NFPA 74? In units occupied by the hearing impaired, is there an alarm system connected to the smoke detector?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

Additional Comments: (Give Item Number)(Use an additional page if necessary)

Comments continued on a separate page Yes No

4. Other Rooms Used for Living and Halls For each numbered item, check one box only.

4.1 Room Location

Room Code

Center right/left/center: the room is situated to the right, left, or center of the unit.
Rear front/rear/center: the room is situated to the back, front or center of the unit.
B floor level: the floor level on which the room is located.

- 1 = Bedroom or Any Other Room Used for Sleeping (regardless of type of room)
- 2 = Dining Room or Dining Area
- 3 = Second Living Room, Family Room, Den, Playroom, TV Room
- 4 = Entrance Halls, Corridors, Halls, Staircases
- 5 = Additional Bathroom (also check presence of sink trap and clogged toilet)
- 6 = Other: Secondary Rooms 1 (Utility Room)

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
	Secondary Rooms 1 (Utility Room)					
4.2	Electricity/Illumination If Room Code is a 1, are there at least two working outlets or one working outlet and one working, permanently installed light fixture? If Room Code is not a 1, is there a means of illumination?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Lt Fix Exp Wire	
4.3	Electrical Hazards Is the room free from electrical hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.4	Security Are all windows and doors that are accessible from the outside lockable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.5	Window Condition If Room Code is a 1, is there at least one window? And, regardless of Room Code, are all windows free of signs of severe deterioration or missing or broken-out panes?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
4.6	Ceiling Condition Is the ceiling sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.7	Wall Condition Are the walls sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.8	Floor Condition Is the floor sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.9	Lead-Based Paint Are all painted surfaces free of deteriorated paint? If no, does deteriorated surfaces exceed two square feet and/or more than 10% of a component?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Applicable	
4.10	Smoke Detectors Is there a working smoke detector on each level? Do the smoke detectors meet the requirements of NFPA 74? In units occupied by the hearing impaired, is there an alarm system connected to the smoke detector?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		

Additional Comments: (Give Item Number)(Use an additional page if necessary)
 4.2 (Other Rm = Secondary Rooms 1(Utility Room))An exposed wire is evident near the light fixture [Next to water heater]

Comments continued on a separate page Yes No

4. Supplemental for Other Rooms Used for Living and Halls

For each numbered item, check one box only.

4.1 Room Location

Room Code **1**

Right right/left/center: the room is situated to the right, left, or center of the unit.
 Rear front/rear/center: the room is situated to the back, front or center of the unit.
 1 floor level: the floor level on which the room is located.

- 1 = Bedroom or Any Other Room Used for Sleeping (regardless of type of room)
- 2 = Dining Room or Dining Area
- 3 = Second Living Room, Family Room, Den, Playroom, TV Room
- 4 = Entrance Halls, Corridors, Halls, Staircases
- 5 = Additional Bathroom (also check presence of sink trap and clogged toilet)
- 6 = Other:

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
	Bedroom 2					
4.2	Electricity/Illumination If Room Code is a 1, are there at least two working outlets or one working outlet and one working, permanently installed light fixture? If Room Code is not a 1, is there a means of illumination?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.3	Electrical Hazards Is the room free from electrical hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4.4	Security Are all windows and doors that are accessible from the outside lockable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.5	Window Condition If Room Code is a 1, is there at least one window? And, regardless of Room Code, are all windows free of signs of severe deterioration or missing or broken-out panes?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.6	Ceiling Condition Is the ceiling sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.7	Wall Condition Are the walls sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.8	Floor Condition Is the floor sound and free from hazardous defects?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
4.9	Lead-Based Paint Are all painted surfaces free of deteriorated paint? If no, does deteriorated surfaces exceed two square feet and/or more than 10% of a component?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Not Applicable		
4.10	Smoke Detectors Is there a working smoke detector on each level? Do the smoke detectors meet the requirements of NFPA 74? In units occupied by the hearing impaired, is there an alarm system connected to the smoke detector?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

Additional Comments: (Give Item Number)(Use an additional page if necessary)

Comments continued on a separate page Yes No

5. All Secondary Rooms (Rooms not used for living) For each numbered item, check one box only.

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
5.1	None <input checked="" type="checkbox"/> Go to Part 6					
5.2	Security Are all windows and doors that are accessible from the outside lockable?	<input type="checkbox"/>	<input type="checkbox"/>			
5.3	Electrical Hazards Are all these rooms free from electrical hazards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5.4	Other Potentially Hazardous Features Are all of these rooms free of any other potentially hazardous features? For each room with an "other potentially hazardous feature," explain the hazard and the means of control of interior access to the room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6.0 Building Exterior						
6.1	Condition of Foundation Is the foundation sound and free from hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
6.2	Condition of Stairs, Rails, and Porches Are all the exterior stairs, rails, and porches sound and free from hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
6.3	Condition of Roof and Gutters Are the roof, gutters, and downspouts sound and free from hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
6.4	Condition of Exterior Surfaces Are exterior surfaces sound and free from hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
6.5	Condition of Chimney Is the chimney sound and free from hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
6.6	Lead-Based Paint: Exterior Surfaces Are all painted surfaces free of deteriorated paint? If no, does deteriorated surfaces exceed 20 sq. ft. of total exterior surface area?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Not Applicable	
6.7	Manufactured Homes: Tie Downs If the unit is a manufactured home, is it properly placed and tied down? If not a manufactured home, check "Not Applicable."	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Not Applicable	

Additional Comments: (Give Item Number)(Use an additional page if necessary)

Comments continued on a separate page Yes No

7. Heating and Plumbing

For each numbered item, check one box only.

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
7.1 Adequacy of Heating Equipment	Is the heating equipment capable of providing adequate heat (either directly or indirectly) to all rooms used for living?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.2 Safety of Heating Equipment	Is the unit free from unvented fuel burning space heaters or any other types of unsafe heating conditions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.3 Ventilation and Adequacy of Cooling	Does the unit have adequate ventilation and cooling by means of openable windows or a working cooling system?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.4 Water Heater	Is the water heater located, equipped, and installed in a safe manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.5 Water Supply	Is the unit served by an approvable public or private sanitary water supply?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.6 Plumbing	Is plumbing free from major leaks or corrosion that causes serious and persistent levels of rust or contamination of the drinking water?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7.7 Sewer Connection	Is plumbing connected to an approvable public or private disposal system, and is it free from sewer back-up?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Additional Comments: (Give Item Number)

Comments continued on a separate page Yes No

8. General Health and Safety

For each numbered item, check one box only.

Item No.	Description	Decision			If Fail, what repairs are necessary? If Inconclusive, give details. If Pass with comments, give details.	If Fail or Inconclusive, date (mm/dd/yyyy) of final approval
		Yes, Pass	No, Fail	Inconclusive		
8.1 Access to Unit	Can the unit be entered without having to go through another unit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8.2 Exits	Is there an acceptable fire exit from this building that is not blocked?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8.3 Evidence of Infestation	Is the unit free from rats or severe infestation by mice or vermin?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8.4 Garbage and Debris	Is the unit free from heavy accumulation of garbage or debris inside and outside?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8.5 Refuse Disposal	Are there adequate covered facilities for temporary storage and disposal of food wastes, and are they approvable by a local agency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8.6 Interior Stairs and Common Halls	Are interior stairs and common halls free from hazards to the occupant because of loose, broken, or missing steps on stairways; absent or insecure railings; inadequate lighting; or other hazards?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
8.7 Other Interior Hazards	Is the interior of the unit free from any other hazard not specifically identified previously?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8.8 Elevators	Where local practice requires, do all elevators have a current inspection certificate? If local practice does not require this, are they working and safe?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Not Applicable	
8.9 Interior Air Quality	Is the unit free from abnormally high levels of air pollution from vehicular exhaust, sewer gas, fuel gas, dust, or other pollutants?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8.10 Site and Neighborhood Conditions	Are the site and immediate neighborhood free from conditions which would seriously and continuously endanger the health or safety of the residents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
8.11 Lead-Based Paint: Owner Certification	If the owner of the unit is required to correct any deteriorated paint or lead-based paint hazards at the property, has the Lead-Based Paint Owner's Certification been completed, and received by the PHA? If the owner was not required to correct any deteriorated paint or lead-based paint hazards, check NA.	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/> Not Applicable	

Additional Comments: (Give Item Number)

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Comments continued on a separate page Yes No

Additional Amenity Information

- Utilities Present - Who Pays
 - Electric - Tenant
 - Gas - Tenant
 - Water - Tenant
 - Sewer - Owner
 - Trash - Owner
- Heating System/Source - Who Pays
 - Central Heating / Electric - Tenant
- AC System/Source
 - Air Conditioning Central
- Water Heater Energy Source - Who Pays
 - Water Fuel Natural Gas / Tenant
- City Sewer
- No. Of Water Meter =1
- Appliances - Who Owns (Stove/Range: - Energy Source - Who Pays)
 - Refrigerator - Owner
 - Microwave - Tenant
 - Stove/Range - Owner - Cooking Fuel Natural Gas - Tenant
- Laundry Info
 - Laundry in Unit
 - Washer and Dryer Hookup
- Predominant Flooring: Carpet
- Other Property Amenities
 - Lawn Service (Paid by Owner)
 - Private Yard Not Fenced
 - Garage
- Overall HQS Rating Average
- Overall Neighborhood Rating: Average
- Are working Smoke Detector on every floor: Yes
- Are working CMOX Sensors Installed on every floor: Yes
- Does the owner make repairs when asked? Yes
- How many people live in the unit? 2
- How much money do you pay to the owner/agent for rent? \$1100.00
- Do you pay any Additional Fees?
- What are the Additional Fees for?
- Is there anything else you want to tell us?

Inspection Summary Insp Notes:




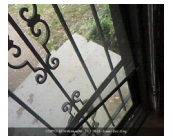
Provide a summary description of each item which resulted in a rating of **Fail or Pass with Comments**

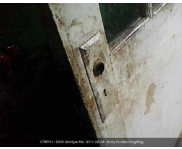
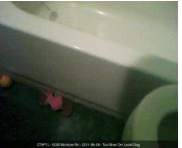
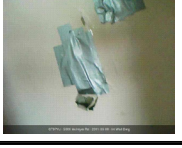
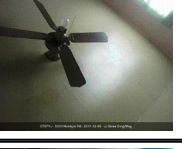
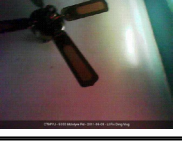


Tenant ID No. ABCDE	Inspector McCright Inspector	Date of Inspection 04/19/2011	Address of Inspected Unit 123 ABC ST UNIT 1A
Type of Inspection <input checked="" type="checkbox"/> Initial <input type="checkbox"/> Special <input type="checkbox"/> Reinspection			

Item Number Reason for "Fail" or "Pass with Comments" Rating

1.7	The wall is damaged [Hole behind door]
2.4	Deadbolts must have a thumb turn device that can be turned from the inside
4.8 (Other Rm = Bedroom)	The floor or floor covering is excessively stained or soiled [Not draining properly]
4.2 (Other Rm = Secondary Rooms 1 (Utility Room))	An exposed wire is evident near the light fixture [Next to water heater]

Comments continued on a separate page Yes No

Picture	Inspection Results For Event ID: ABCDE	
	Tenant Information	
	Tenant Name: TENANT NAME	
	Address to be Inspected: 123 ABC Street, City, ST ZIP+4	
	Landlord Information	
	Landlord Name: LANDLORD NAME	
	THE AGENCY'S phone number is (123)456-7890	
Active Inspection Information		
Date Inspected: 06/08/2011	Type of Inspection: Abate Cure-Reinsp	Result: Fail-Reinspect
	Deficiencies:	
	24-Hour Emergency Repairs (Must be Repaired in 24 Hours):	
	* Bldg Systems Fire Protection Smoke Detector Right Rear Floor Level: 1 There is not a smoke detector installed on each floor of the unit	[Date Cleared: 2011-04-12]
	Routine Repairs:	
	* Bldg Exterior Building Exterior Windows Windows Right Rear Floor Level: 1 A window has peeling or chipping paint above de minimus levels on its exterior surfaces COMMENTS: window right of front door	[Date Cleared: 2011-06-08]
	* Bldg Exterior Building Exterior Windows Windows Right Rear Floor Level: 1 A window has peeling or chipping paint above de minimus levels on its exterior surfaces COMMENTS: window left of front door	[Date Cleared: 2011-06-08]
	* Living Room Doors Center Front Floor Level: 1 At least one screen door or storm door is damaged or is missing screens or glass COMMENTS: screen coming off	[Date Cleared: 2011-06-08]
	* Kitchen Doors Right Rear Floor Level:	

	1 An entry doors hardware is damaged missing or loose COMMENTS: no dder handle	
	* Bathroom Plumbing Center Rear Floor Level: 1 The tub or shower drain is leaking clogged or drains slowly COMMENTS: needs caulking at base of tub	
	* Bedroom 2 Interior Walls Center Rear Floor Level: 1 [Tenant Charge] The wall is damaged COMMENTS: hole behind entrance door	[Date Cleared: 2011-06-08]
	* Bedroom 2 Lighting Center Rear Floor Level: 1 [Tenant Charge] A light cover or globe is damaged or missing	[Date Cleared: 2011-06-08]
	* Bedroom 3 Lighting Left Rear Floor Level: 1 [Tenant Charge] A light cover or globe is damaged or missing	
	* Bldg Exterior Building Exterior Walls Exterior Walls Right Rear Floor Level: 1 An exterior wall has cracks gaps or holes causing water leaks or air intrusion COMMENTS: hole in siding left of front door	[Date Cleared: 2011-06-08]
	* Bedroom 3 Lighting Left Rear Floor Level: 1 [Tenant Charge] A light fixture is damaged missing or not mounted properly COMMENTS: No bulb	
	Items that the inspector noticed but did not cause your property to fail:	
	None.	
	Re-Inspection Information	
	No inspections are scheduled for this Event	
	Inspector Signature	Tenant/Landlord Signature

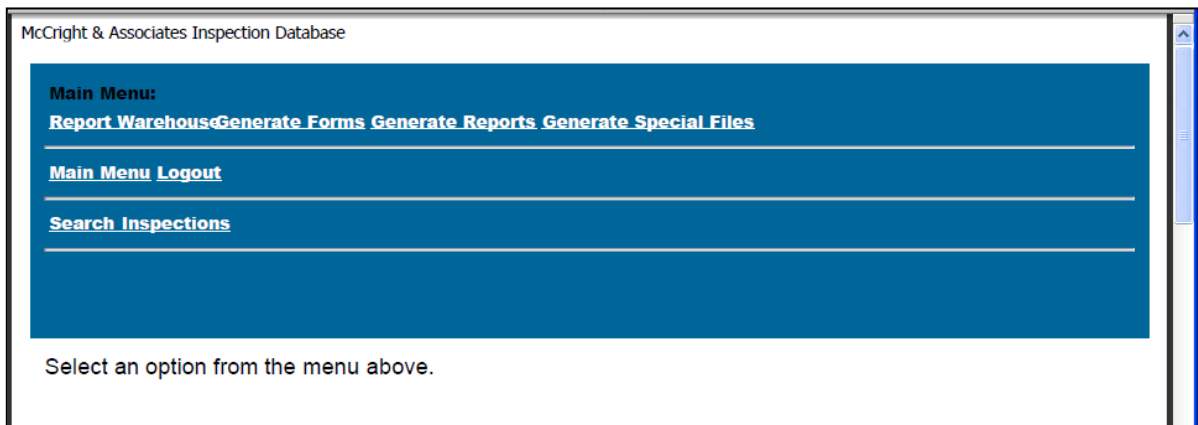


Web Services



A powerful Web-based Inspection Management System

eMIMS™ Main Screen





Web Services

eMIMS_{TM} Find Scheduled/ Existing/Property Information

eMIMS_{TM} allows Case Managers, Housing Specialists, and any other member of the agency staff to review Inspections status using the Find Scheduled/ Existing Inspection Search Screen.

This search screen, like most others within eMIMS_{TM} allows searches using any single or combination of a large number of variables.

Find Scheduled/Existing/Property Information			
Search For:			Show: All Rows Find
Customer Housing Authority	Search Type Scheduled	Scheduled From <input type="text"/> Use Today's Date	To <input type="text"/> Use Today's Date
Service Office ALL	Inspector <input type="text"/>	Participant ID <input type="text"/>	
Street No <input type="text"/>	Address Contains <input type="text"/>	Apartment/Unit <input type="text"/>	Event ID <input type="text"/>
City <input type="text"/>	State <input type="text"/>	Zip <input type="text"/>	
6000-06-06 [Complaint]	9604 S EUCLID AVE (Building: 1 Unit: THSE)	Event ID:	Satellite Office: SAT88
6000-06-06 [Complaint]	6342 S WASHTENAW AVE (Building: 1 Unit: HSE)	Event ID:	Satellite Office: CEN60
6000-06-06 [Complaint]	5235 W OHIO ST (Building: 1 Unit: HSE)	Event ID:	Satellite Office: CEN60
6000-06-06 [Complaint]	3541 W 83RD PL (Building: 1 Unit: HSE)	Event ID:	Satellite Office: CEN60
6000-06-06 [Complaint]	5443 W THOMAS ST (Building: 1 Unit: HSE)	Event ID:	Satellite Office: CEN60
6000-06-06 [Complaint]	9035 S MAY ST (Building: 1 Unit: HSE)	Event ID:	Satellite Office: CEN60
6000-06-06 [Complaint]	1107 W 115TH ST (Building: 1 Unit: HSE)	Event ID:	Satellite Office: CEN60
6000-06-06 [Complaint]	7204 S SAWYER AVE (Building: 1 Unit: HSE)	Event ID:	Satellite Office: CEN60
6000-06-06 [Complaint]	827 N MONTICELLO AVE (Building: 1 Unit: HSE)	Event ID:	Satellite Office: CEN60
6000-06-06 [Complaint]	553 N LAWLER AVE (Building: 1 Unit: HSE)	Event ID:	Satellite Office: CEN60
6000-06-06 [Complaint]	2840 E 84TH ST (Building: 1 Unit: HSE)	Event ID:	Satellite Office: CEN60



Web Services

The *eMIMS*_{TM} HQS Enforcement Reports

Abate Report

Agency personnel can extract reports that identify Participants and Landlords who should enter Intent to Terminate or Abate status.

McCright & Associates Inspection Database - Windows Internet Explorer
 http://emims.mccright.com/emims/

Main Menu:
[Search Inspections](#) [Abate Report](#) [Emims Rent Report](#) [Work Order Summary](#) [results.mccright.com](#)

Main Menu Logout

Housing Authority
 Abate Report from thru
 Report Run Date:

Inspect Date	Projected Abate Date	Event ID	Inspection Type	Decision	Participant ID	Tenant Last Name	Tenant First Name	Address	Unit	City	State	Zip	Landlord ID	Landlord Entry Name	Landlord Address	Landlord City
08/01/2008	09/01/2008		Ann-2nd Attempt	In-No One Home		LAKISHA		9613 S Greenwood Ave	0						640 Shadow Lake Dr	
08/01/2008	09/01/2008		Ann-2nd Attempt	In-No One Home		BONITA		9216 S Avalon Ave	0						1507 E 53rd St	
08/01/2008	09/01/2008		Ann-Reinsp	Fail-Reinspect		SHEILA		1527 E 74th Pl	1ST FL						2048 E 75th St	
08/01/2008	09/01/2008		Ann-2nd Attempt	In-No One Home		SHARON		6216 S Hermitage Ave	2						PO Box 6373	
08/01/2008	09/01/2008		Annual	In-Vacant Unit		IRENE		5652 W 63rd Pl	1						7005 W 63rd Pl	
08/01/2008	09/01/2008		Ann-Reinsp	Fail-Reinspect		SHERYL		7607 S Normal Ave	1S						5225 Touhy Ave Ste 213	
08/01/2008	09/01/2008		Ann-Reinsp	In-No One Home		SABRINA		7607 S Normal Ave	1N						5225 Touhy Ave Ste 213	
08/01/2008	09/01/2008		Ann-2nd Attempt	In-No One Home		ALICE		9160 S Halsted St	1E						8129 Oakwood Ave	
08/01/2008	09/01/2008		Ann-Reinsp	Fail-Reinspect		BOBBIE		4254 W 21st Pl	2						PO Box 10532	
08/01/2008	09/01/2008		Ann-Reinsp	In-No One Home		ANGELIQUE		1909 W Berwyn Ave	1						5055 N Western Ave	



Web Services

The *eMIMS*_{TM} HQS Enforcement Reports

*eMIMS*_{TM} Abate Lift Report

Agency personnel can extract reports that identify Participants and Landlords who have resolved Intent to Terminate or Abate situations.

McCrigh & Associates Inspection Database - Windows Internet Explorer

http://emims.mccright.com/emims/

File Edit View Favorites Tools Help

McCrigh & Associates Inspection Database

Main Menu:
[Search Inspections](#) [Abate Report](#) [Emims Rent Report](#) [Work Order Summary](#) [results.mccright.com](#)

Main Menu Logout

Housing Authority
 Abate Lift Report from thru
 Report Run Date:

Inspect Date	Event ID	Inspection Type	Decision	Participant ID	Tenant Last Name	Tenant First Name	Address	Unit	City	State	Zip	Landlord ID	Landlord Entity Name	Landlord Address	Landlord City	Landlord State
2008-08-01		Abate-Cure	Pass		MARY		1708 W 35th St	18T FL						222 Sierra Trl		
2008-08-01		Abate-Cure	Pass		MARLEE		1450 W Garfield Blvd	3						PO Box 421		
2008-08-01		Abate-Cure	Pass		SHARON		8413 S Burnham Ave	1						PO Box 19090		
2008-08-01		Abate-Cure	Pass		JUDY		6161 N Nagle Ave	1						1920 N Humboldt Blvd		
2008-08-01		Abate-Cure	Pass		TANISHA		7757 S Essex Ave	3						PO Box 170250		
2008-08-01		Abate-Cure	Pass		LISA		5101 W Monroe St	3/1F						4747 W Peterson Ave		
2008-08-01		Abate-Cure	Pass		MARY		146 N Laporte Ave	2						2244 N Harlem Ave Apt 9		
2008-08-01		Abate-Cure	Pass		ALICIA		7919 S Phillips Ave	1						27 N Wacker Dr Ste 175		
2008-08-01		Abate-Cure	Pass		JEANETTE		2207 N Mango Ave	1st Fl						1429 N Laramie Ave 1st Fl		
2008-08-01		Abate-Cure	Pass		MAMIE		1743 N Linder Ave	1						1656 N Newcastle Ave		
2008-08-01		Abate-Cure	Pass		PATRICIA		2046 W 69th Pl	0						1161 Camille Ave		
2008-08-01		Abate-Cure	Pass		STEPHANIE		12328 S Normal Ave	0						920 N Wood St		
2008-08-01		Abate-Cure	Pass		SONYA		6922 S Cornell Ave	2						6110 N Kermore Ave Apt 209		



Web Services

eMIMS™ Work Order Summary

Agency Personnel can see exactly what deficiencies remain unresolved within an open inspection series. Information related to each deficiency includes severity, location, description, inspector notes, and responsibility.

A screenshot of a Windows Internet Explorer browser window displaying a PDF report. The browser's address bar shows the URL: http://emims.mccright.com/emims/reports/output/wosBatch-train44.pdf. The report content is as follows:

Event ID:

Housing Authority

Landlord:

Tenant:

Summary of Inspection Findings inspected on

Special Notes:
None.

24-Hour Emergency Repairs (Must be Repaired in 24 Hours):
None.

Routine Repairs:

- * Kitchen | Refrigerator | Level: 1
The refrigerator doors or door seals are deteriorated, damaged or missing.
- * Kitchen | Stove | Level: 1
The stove burner is not functioning properly.

The browser interface includes a menu bar (File, Edit, Go To, Favorites, Help), a toolbar with navigation and utility icons, and a sidebar on the left with tabs for Pages, Attachments, and Comments. The status bar at the bottom indicates "1 of 1" pages.



Web Services

results.mccright.com

results.mccright.com is a proprietary web-based portal that allows landlords and participants to view and print their inspection results from one convenient online source.

The screenshot shows a web browser window titled "McCright - Windows Internet Explorer" with the address bar displaying "http://results.mccright.com/webportal-sandbox/". The page content includes the McCright & Associates logo in the top left, a large blue banner with the text "Results.McCright // HQS Inspection Results System", and a login form. The form has a header "Enter your information to login..." and two radio buttons for "Landlord" (selected) and "Tenant". Below these is an "Event ID:" field. A note states: "If you are a first time user OR if your contact information has changed, please enter below. Please allow 24 hours for update! If entering more than one event, do not delete below fields. Thank You!". Below the note is a sub-note: "(No dashes or spaces in phone number - 10 digits)". There are two input fields: "Phone Number:" and "Email Address:". At the bottom of the form are two buttons: "LOGIN >>" and "START OVER".



Web Services

results.mccright.com

Inspection Results can be viewed or printed from any web accessible computer. Inspection scheduling information is also displayed.

A screenshot of a Windows Internet Explorer browser window displaying the "Inspection Results" page. The browser's address bar shows the URL "http://results.mccright.com/webportal/EventLookup.php". The page content is structured as follows:

Inspection Results For Event ID:		
Tenant Information		
Tenant Name:		
Address to be Inspected:		
Landlord Information		
Landlord Name:		
Housing Authority's inspection department phone number is		
Active Inspection Information		
Date Inspected:	Type of Inspection: Initial/RFTA	Result: Failed
Deficiencies:		
Dwelling Units Living Room Doors Dr Hrdw A door's hardware is damaged, missing, or loose. strjkerplate mjssjng		
Dwelling Units Kitchen Stove Brnr Dmg/Func One or more stove burners are damaged or not functioning properly.		
Bldg Exterior FHEO Health & Safety H&S Gen Other items that may need attention or repairs. rear fence damaged		
Re-Inspection Information		
Upon Completion of repairs, you must call us at to schedule another inspection.		



Web Services

The *eMIMS*_{TM} Report Warehouse

The *eMIMS*_{TM} Report Warehouse is a state of the art web-accessible document storage system specifically designed for the Housing Choice Voucher Program. The Report Warehouse allows agency staff to use any single or combination of a large number of variables to retrieve Inspection reports (52580's), landlord and/or tenant letters, and rent reasonableness documents.

Search the McCright Report Warehouse			
Search Criteria: Search			
Housing Authority <input type="text"/>	Satellite Office <input type="text"/>	Start Date: <input type="text"/> Use Today's Date	End Date: <input type="text"/> Use Today's Date
Tenant First Name <input type="text"/>	Tenant Last Name <input type="text"/>	Street Number <input type="text"/>	Street Name <input type="text"/>
Apt. Number <input type="text"/>	City <input type="text"/>	State <input type="text"/>	Zip <input type="text"/>
Event ID <input type="text"/>	Tenant ID <input type="text"/>	Unit ID <input type="text"/>	
Inspection Series <input type="text"/>	Inspection Type <input type="text"/>	Inspection Result <input type="text"/>	Document Type <input type="text"/>
Created By <input type="text"/>	Created On <input type="text"/> Use Today's Date		

QUALITY CONTROL PROGRAM

INSPECTION QUALITY CONTROL PURPOSE

The purpose of the McCright Quality Control (QC) Inspection Program is to apply a repeatable, fair, and concise program to audit the quality of an inspector's performance.

INSPECTION QUALITY CONTROL CONCEPT

There are two primary measures of inspector quality: technical skills and customer service skills. Technical skills reflect the inspector's application of proper inspection standards, techniques, and judgment, verifying that they are collecting all necessary data, and that their inspection results are within expected guidelines. A qualified QC inspector conducting follow-on inspections within 30 days after the previous inspection and the analysis of the data collected during the inspection provide insight into an inspector's technical skill. In addition, inspection data analysis can help validate the inspector's technical performance.

Customer service skills are associated with the client's perception of the inspection quality and the inspector's appearance, demeanor, and professionalism. Customer service skills are best assessed by performing surveys with recent clients and analyzing the results of these surveys.

QC DATA INTERNAL USE

Supervisors will individually notify each inspector of their QC results and, if the Supervisor deems necessary, personally discuss the results. A summary of the company-wide QC inspection results will be posted on the inspector website.

QC inspection results will provide significant input into performance evaluations and service quality award programs. Data analysis will include a normalization process to allow a fair and equal comparison between inspectors operating in different markets. Inspectors whose Technical and/or Customer Service Skills ratings consistently fall below the expected standard or who have especially egregious individual results are subject to disciplinary action up to and including termination.

QC DATA EXTERNAL USE

McCright owns all data collected by its QC program and may restrict access to the data unless otherwise barred by statute or contract. McCright reserves the right to use any or all of data collected by its QC program for any legal purpose.

QC PROGRAM CHANGES

McCright will publish and distribute all substantial changes to this QC program prior to the application of those changes.

QC INSPECTIONS PROGRAM PROCESS AND PROCEDURE

Chapter 10 of the Housing Choice Voucher Guidebook (7420.10G, April 2001) defines the minimum number of QC inspections required by the program. The following table (Chapter 10, Section 10.9, Table 10-1, Page 10-31) defines the QC inspection requirement:

# of HCV's in Program	Minimum # of QC Inspections
50 or Less	5
51-600	5 plus 1 for each 50 (or part of 50) over 50
601-2000	16 plus 1 for each 100 (or part of 100) over 600
Over 2000	30 plus 1 for each 200 (or part of 200) over 2000

The McCright QC inspection program exceeds these criteria (for HCV programs with more than 134 vouchers) by annually scheduling a total number of QC inspections equal to 5% of the total number of vouchers in the applicable HCV program. These QC inspections will be distributed throughout the year. In addition, QC inspections shall be distributed across the group of inspectors assigned to that HCV program.

For example: In a HCV program containing 10,000 vouchers, 500 QC inspections will be scheduled per year, or approximately 125 per quarter. If four inspectors are assigned to that HCV program, approximately a quarter of the QC inspections will review each inspector's work.

QUALITY CONTROL INSPECTOR CERTIFICATION

QC inspections will only be conducted by qualified and certified QC inspectors. Inspectors must meet certain performance and experience criteria and successfully complete tailored training to earn QC inspector certification.

QC INSPECTION POOL AND SCHEDULING

The pool of potential QC inspections includes all Annual, Annual 2nd Attempt, or Complaint inspections that resulted in either a "Pass" or "Fail" rating and all Initial and Initial 2nd Attempt inspections that resulted in a "Pass" rating.

QC inspections performed on the pool of inspections that resulted in a "Pass" rating require stand-alone scheduling. Schedulers will schedule these QC inspections with notification letters sent via 1st Class mail. Those letters will enter the mail stream no less than 10 days before the scheduled QC inspection.

QC inspections performed on the pool of inspections that resulted in a "Fail" rating will correspond with the required reinspection. These inspections do not require separate notification letters; the result letter from the prior inspection fulfills all notification requirements.

QC INSPECTION SAMPLE SELECTION, SCHEDULING, AND NOTIFICATION LETTERS

The pool of potential inspections upon which to conduct QC Inspections includes all Annual or Annual 2nd Attempt inspections that resulted in either a “Pass” or “Fail” rating and all Initial inspections and Initial Reinspections that resulted in a “Pass” rating that occurred within 30 days prior to the date upon which the QC inspection is to be conducted. In addition, QC Inspections may be conducted “Side-by-Side” with the inspector being evaluated on any inspection.

Stand Alone QC Inspections: QC Inspections performed on the pool of Annual, Annual 2nd Attempt, Initial, and Initial Reinspections that resulted in a “Pass” rating within 30 days prior to the scheduled QC inspection are “Stand Alone QC Inspections.”

Because of the 30-day timing requirement and the necessary allowance for letter notification, the pool of potential inspections is limited to the Annual, Annual 2nd Attempt, Initial, and Initial Reinspections that resulted in a “Pass” rating within approximately two weeks prior to the day the schedule is created. For example: A scheduler building a schedule on January 14 of Stand Alone QC’s to be conducted on January 30 would select the sample from the pool of Annual, Annual 2nd Attempt, Initial, and Initial Reinspections that resulted in a “Pass” rating between January 1 and January 13.

Stand Alone QC Inspections require notification letters. The scheduler will create these notification letters and send them via 1st Class mail, ensuring they enter the mail stream no less than 10 days before the date the QC Inspection is to be conducted.

Concurrent Reinspections/QC Inspections: QC Inspections performed on the pool of Annual or Annual 2nd Attempt inspections that resulted in a “Fail” rating are “Concurrent Reinspections/QC Inspections.” These QC Inspections are conducted at the same time as the Annual Reinspection. Normal reinspection timing protocols ensure these QC inspections fall within the 30-day timing requirement.

Concurrent Reinspections/QC Inspections do not require notification letters. The result letter from the prior inspection (which also details the date of the reinspection) fulfills the notification requirement.

Side-by-Side QC Inspections: “Side-by-Side” QC Inspections occur during the evaluated inspector’s assigned schedule. These inspections do not require separate notification letters; the notification for the already scheduled inspection fulfills these requirements.

CONDUCTING QC INSPECTIONS

Regardless of the prior inspection type and result, QC Inspections are complete HQS inspections in a separate inspection series. The QC Inspection’s result is based on the condition of the property at the time of the QC Inspection (except in the case of Side-by-Side QC’s), not the quality of the inspection being evaluated. The perceived quality of the inspection being evaluated is derived by other measures.

Stand Alone QC Inspections: Like any standard first-hit inspection, the result of a Stand-Alone QC Inspection is the answer to the following question:

Does the property meet HQS at the time of the QC Inspection?

Concurrent Reinspections/QC Inspections: In these cases, schedulers will schedule both a Reinspection and QC Inspection to occur at the same time at the same address. The QC inspector should view each inspection, if performed, as separate inspections and result both according to the following criteria. To avoid carrying the same deficiencies at the same property in two simultaneously open inspection series, Concurrent Reinspections/QC Inspections must consider outstanding deficiencies in the open series (the series with the Reinspection) before making a QC result determination. The result of a QC Inspection conducted concurrently with a Reinspection answers the question:

Does the property meet HQS at the time of the QC Inspection with the exception of any deficiencies from another open inspection series that remain outstanding?

If a Concurrent Reinspection/QC Inspection only reveals deficiencies that are uncorrected outstanding deficiencies from the inspection that spawned the Reinspection, the QC result will be “Pass” but the simultaneous Reinspection will result as “Fail.”

If the outstanding deficiencies have been corrected but additional deficiencies are noted, the Reinspection will result as “Pass” and the QC Inspection will result as “Fail.”

Both the Reinspection and the QC Inspection will result in “Fail” if there remain uncorrected deficiencies in the Reinspection record and additional deficiencies are noted during the QC Inspection.

ONLY additional deficiencies (not deficiencies from the Reinspection that were inspected and remain uncorrected) will be noted in the QC Inspection record. Uncorrected outstanding deficiencies will continue to be carried in the open inspection series. A combined “Fail” Reinspection and “Fail” QC Inspection results in two open inspection series; the QC series and the other (Annual, Complaint, etc.) series. Subsequent inspections (QC Reinspection, 24 Hour Emergency Reinspection, Abate/ITT Cure Inspection, etc.) for each open series will be scheduled according to the scheduling protocols of the specific public housing agency.

Side-by-Side QC Inspections: All Side-by-Side QC Inspections result as “Pass” regardless of the condition of the property. Any deficiencies noted during these inspections will be recorded in the assigned inspector’s inspection record and subsequent inspections will be conducted as part of that inspection series.

QC INSPECTION RESULTS AND RESULTS NOTIFICATION

“Fail” QC Inspections: All QC Inspections that result in a “Fail” rating require additional inspections (24 Hour Emergency Reinspections, QC Reinspections, Abate/ITT Cure Inspections, etc.) until either a “Pass” rating or HCV enforcement procedures finalize the QC Inspection series.

Inconclusive QC Inspections: An “Inconclusive” first-hit QC Inspection finalizes the QC Inspection series and does not require scheduling a QC Inspection 2nd Attempt. An “Inconclusive” QC Inspection conducted as a Concurrent Reinspection/QC Inspection finalizes the QC Inspection series, but subsequent inspections are required to finalize (with either a “Pass” rating or HCV enforcement procedures) the open (Annual, Complaint, etc.) series.

QC inspectors shall not assign 2nd Attempt dates for “Inconclusive” QC Inspections. But, QC inspectors will assign, if appropriate, 2nd Attempt dates for “Inconclusive” Annual Reinspections or Complaint Reinspections that correspond with a QC Inspection. In these situations, QC inspectors will schedule these 2nd Attempts for the open Annual or Complaint inspection series.

Inspection Notice (Door Hanger): In all cases, the QC inspectors shall leave a completed inspection notice (door hanger) at the property.

For Stand Alone QC Inspections the door hanger shall detail the results of the QC Inspection.

For Concurrent Reinspections/QC Inspections the door hanger shall detail the results of the inspection(s) that resulted as “Fail,” if any. For example: If the QC passes but the Reinspection fails, the door hanger shall detail the results of the Reinspection (Event ID, result, etc.). If the Reinspection passes but the QC fails, the door hanger shall detail the results of the QC Inspection. If both inspections pass, the door hanger shall detail the results of the Reinspection. If both the Reinspection and the QC fails, two door hangers will need to be left, one detailing the results of the reinspection, the other the results of the QC Inspection.

For Side-by-Side QC Inspections, the door hanger shall detail the results (whatever they may be) of the inspection scheduled to the evaluated inspector.

Results Letters: No result letters will be produced for QC Inspections of any type that are resulted as either “Inconclusive” or “Pass.” However, any QC Inspection that results as “Fail” requires a results letter.

QC INSPECTION TECHNICAL SKILLS RATING SYSTEM

The QC inspectors shall use the following scale to rate the prior inspector during a QC Inspection:

QC Inspection Result	Rating
Inspector missed 1 or more Emergency deficiencies or missed 7 or more Routine deficiencies at the QC inspection	0
Inspector missed 5 or 6 Routine deficiencies at the QC inspection	1
Inspector missed 3 or 4 Routine deficiencies at the QC inspection	2
Inspector missed 1 or 2 Routine deficiencies at the QC inspection	3
Inspector missed no Emergency or Routine deficiencies at the QC inspection	4
The QC Inspection was Inconclusive	No Rating

An “Inconclusive” QC Inspection receives no rating and is not considered during the inspector’s performance review.

QC INSPECTION CUSTOMER SERVICE SKILLS RATING SYSTEM

The Customer Service portion of the QC Inspection involves a series of questions asked during the QC Inspection. The QC inspector shall request the customer rate the prior inspector on a scale of 0 to 4 (with 4 being the most favorable) on the following traits:

- Promptness (Was the inspector on time?)
- Professionalism (Was the inspector professional, thorough, and knowledgeable?)
- Courtesy (Was the inspector courteous?)
- Appearance (Was the inspector appropriately dressed and groomed?)
- Responsiveness (Did the inspector explain the process and answer any questions?)
- Overall Impression (What was your overall impression of the inspector?)


The average of these ratings constitutes the prior inspector's overall Customer Service score. If the individual surveyed (Tenant, Owner, etc.) was not present during the prior inspection or declines to take the survey, no points will be awarded and the survey shall not be used when determining the inspector's average score. Non-committal or "I Don't Know" answers on individual questions result in a score of two (2) points for that question.

QC INSPECTION DATA COLLECTION AND REPORTING

The QC Inspector will collect and record the following data for each QC Inspection:

- The property address at which the QC Inspection occurred
- The name of the inspector being QC'ed
- The QC inspector's name
- The date of the QC Inspection
- The type of QC Inspection (Stand Alone, Side-by-Side, or Concurrent)
- The technical skill rating on a scale from 0 to 4
- Customer service ratings on a scale of 0 to 4 for the listed customer service attributes

To facilitate this process three forms have been developed. These forms are available for download on the Inspector website. One form is a pdf to provide the QC Inspector with a working data recording tool for use during the inspection day.

 **McCright Quality Control Inspection Results**

	Property Address	Inspector being QC'ed	QC Inspector Name	Date of QC Inspection	Type of QC Inspection (Solo by State, Stand Alone, Concurrent)	Technical Rating (See scale below)	Customer Service Rating (0 to 4 Scale, 4 = Best)					
							Promptness	Professionalism	Courtesy	Appearance	Responsiveness	Overall Impression
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
16												
17												
18												
19												
20												

Technical Skills Rating	QC Inspection Result
0	Fail-24 Hour Emergency for Deficiencies that most likely existed during the prior inspection
1	Fail-Routine for Major Deficiencies that most likely existed during the prior inspection
2	Fail-Routine for Minor Deficiencies that most likely existed during the prior inspection
3	Fail-24 Hour or Fail-Routine for Deficiencies that may not have existed during the prior inspection
4	Pass or Fail-24 Hour or Fail-Routine for Deficiencies that probably did not exist during the prior inspection
Not Counted	Inconclusive

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The other forms are two worksheets in an Excel workbook, a Detail Report and a Summary Report. QC inspectors are required to enter the collected data onto both sheets and submit them electronically to the QC analyst (InspQA@mccright.com). QC Inspectors will submit a completed Excel form for all QC Inspections performed during the previous week no later than Tuesday at 8:00 AM Eastern time. Completed Excel forms will be saved using the following file naming convention:

“QC [QC Inspector Initials] [The Friday of the week the QC Inspections were conducted in yymmdd format]”

Example: QC PJM 090410.xls

	Property Address	Inspector being QC'ed	QC Inspector Name	Date of QC Inspection	Type of QC Inspection (Side-by-Side, Stand Alone, Concurrent)	Technical Rating (See scale below)	Customer Service Rating 0 to 4 Scale, 4 = Best						Customer Service Average	Cumulative Average
							Promptness	Professionalism	Courtesy	Appearance	Responsiveness	Overall Impression		
1	174 W. 32nd #5	Schmoe	Jefferson	6/5/2009	Concurrent	3	4	4	3	3	2	3	3.17	3.08
2	7422 Elm St	Bagadonitz	Jefferson	6/6/2009	Side-by-Side	2	3	2	2	3	1	2	2.17	2.08
3						0	0	0	0	0	0	0	0.00	0.00
4						0	0	0	0	0	0	0	0.00	0.00
5						0	0	0	0	0	0	0	0.00	0.00
6						0	0	0	0	0	0	0	0.00	0.00
7						0	0	0	0	0	0	0	0.00	0.00
8						0	0	0	0	0	0	0	0.00	0.00
9						0	0	0	0	0	0	0	0.00	0.00
10						0	0	0	0	0	0	0	0.00	0.00

There is an initiative to collect this data electronically, but until this upgrade is implemented, QC inspectors are required to submit the Excel form.

QC INSPECTION RATING ANALYSIS AND GOALS

Both the technical skill and customer service skills rating scales return an average value between 0.00 and 4.00 with 4.00 being the best possible score and 0.00 being the worst possible score. These individual QC Inspection scores will be compiled to achieve an average score on a sample size large enough to be meaningful. The following criteria will be applied to evaluate the scores.

- An average Technical Skills rating below 3.00 does not meet the expected standard and may result in additional training requirements, disciplinary action, or termination. Average scores above 3.50 are excellent.
- Any individual Technical Skills score of 1 or below does not meet the expected standard and any inspector receiving such a score shall be personally counseled on this finding.
- An average Customer Service Skills rating below 3.25 does not meet the expected standard and may result in additional training requirements, disciplinary action, or termination. Average scores above 3.75 are excellent.
- Any individual Customer Service score of 2 or below may indicate the need for additional customer service training.

INSPECTION QC DATA ANALYSIS

QC Inspection data analysis is performed on the inspection results data collected and transmitted by the inspectors. The resultant reports are designed to rate inspectors on their performance in the following areas:

INCONCLUSIVE INSPECTION RATES BY TYPE

Inconclusive inspections are classified into two categories; those Inconclusive types over which the Inspector has some control and those Inconclusive types over which the inspector has no control and should not be penalized.

Inconclusive inspection rates for those types over which they have some control within a reasonable range when compared to a norm calculated from the Inconclusive inspection rates produced by a representative sample of the cumulative inspector corps. High Inconclusive inspection rates indicate the inspector is not applying acceptable levels of diligence in attempting to perform their inspections.

PASS/FAIL/INCONCLUSIVE INSPECTION RESULTS RATIOS

Inspectors are expected to have Pass/Fail/Inconclusive inspection results ratios within a reasonable range when compared to a norm calculated from the inspection results ratios produced by a representative sample of the cumulative inspector corps. High Pass rates may indicate an inspector is not performing adequately stringent or complete inspections.

High Fail rates may indicate an inspector is overly stringent in their application of HQS. High Inconclusive rates may indicate the inspector is not applying acceptable levels of diligence in attempting to perform their scheduled inspections.

SUBMITTED DATA COMPLETENESS

Inspectors are expected to collect, record, and transmit all required data from every inspection. To measure data completion, a group of inspection results data fields will be tested to ensure inspectors are collecting the necessary data elements. Inspectors are expected to achieve a minimum of 95% completeness on these results.

INSPECTION TIMELINESS

Inspectors are expected to perform their inspections within the assigned time window. Inspector timeliness measurement will be accomplished with a comparison between the scheduled inspection time and the actual inspection time for each inspection. Inspectors are expected to conduct a minimum of 98% of their assigned inspections within their scheduled time. Consideration will be given if poorly constructed or poorly routed schedules substantially contribute to untimely performance.

24 HOUR EMERGENCY COMPLETION RATES

SEMAP requires all Emergency deficiencies be reinspected during the next business day and requires 100% adherence to this protocol. Inspectors are solely responsible to ensure all

emergency deficiencies they discover are correctly reinspected, either by themselves or by proxy, and are expected to achieve a 100% completion rate on these 24-Hour Emergency Reinspections.

QC PHONE SURVEYS

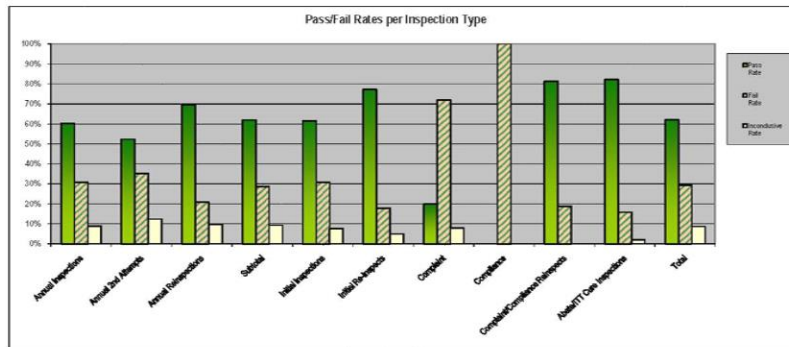
McCright's QC Phone Survey program is process-wide survey program that contains questions related to Inspector performance. These surveys are separate from the on-site customer service surveys conducted by QC Inspectors during QC Inspections. The data collected during phone surveys will provide additional insight into inspector customer service skills.

MONTHLY INSPECTION PERFORMANCE SUMMARY REPORT

A. Inspection Results and Completion Rates by Inspection Type

September 2010	Inspection Requirements Received	Pass	Fail	Inconclusive	Total Conducted	Completion Rate	Pass Rate	Fail Rate	Inconclusive Rate
Annual Inspections	1,154	695	356	103	1,154	100.0%	60%	31%	9%
Annual 2nd Attempts	-	55	37	13	105	-	52%	35%	12%
Annual Reinspections	-	276	83	38	397	-	70%	21%	10%
Subtotal	-	1,026	476	154	1,656	-	62%	29%	9%
Initial Inspections	312	192	96	24	312	100.0%	62%	31%	8%
Initial Re-Inspects	-	78	18	5	101	-	77%	18%	5%
Complaint	25	5	12	2	25	100.0%	20%	72%	8%
Compliance	-	0	12	0	12	-	0%	100%	0%
Complaint/Compliance Reinspects	-	26	6	0	32	-	81%	19%	0%
Abate/TT Cure Inspections	-	83	16	2	101	-	82%	16%	2%
Total	-	1,327	626	185	2,138	-	62%	29%	9%

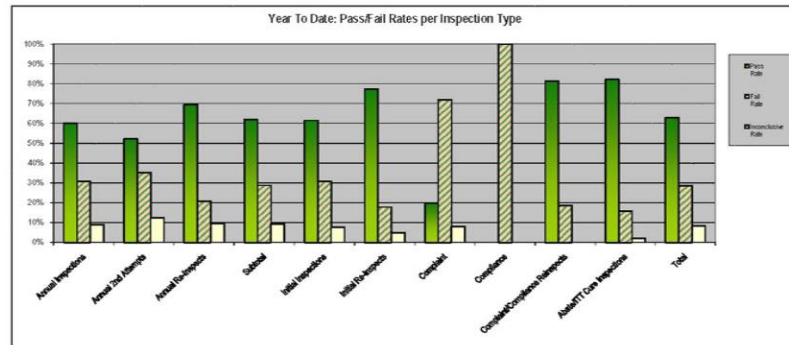
Source: McCright



B. Fiscal Year To Date: Inspection Results and Completion Rates by Inspection Type

Year To Date	Pass	Fail	Inconclusive	Total Conducted	Pass Rate	Fail Rate	Inconclusive Rate
Annual Inspections	6255	3204	927	10,386	60%	31%	9%
Annual 2nd Attempts	495	333	117	945	52%	35%	12%
Annual Re-Inspects	2484	747	342	3,573	70%	21%	10%
Subtotal	9,234	4,284	1,386	14,904	62%	29%	9%
Initial Inspections	1728	864	216	2,808	62%	31%	8%
Initial Re-Inspects	702	162	45	909	77%	18%	5%
Complaint	45	162	18	225	20%	72%	8%
Compliance	0	108	0	108	0%	100%	0%
Complaint/Compliance Reinspects	234	54	0	288	81%	19%	0%
Abate/TT Cure Inspections	747	144	10	909	82%	16%	2%
Total	12,890	5,778	1,683	20,151	63%	29%	8%

Source: McCright



PRICING SCHEDULE

City of West Allis

Inspection Type/Service	Year 1 Pricing per Inspection/ Service	Year 2 Pricing per Inspection/ Service	Year 3 Pricing per Inspection/ Service	Year 4 Pricing per Inspection/ Service	Year 5 Pricing per Inspection/ Service
Initial HQS Inspection	\$37.10	\$39.33	\$41.69	\$44.19	\$46.84
Initial Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Annual Inspection	\$37.10	\$39.33	\$41.69	\$44.19	\$46.84
Annual Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Rent Reasonableness Survey (All Annuals and Initials)	\$15.00	\$15.90	\$16.85	\$17.87	\$18.94
Special Inspection	\$37.10	\$39.33	\$41.69	\$44.19	\$46.84
Inconclusive (Excluding Not Attempted)	\$20.14	\$21.35	\$22.63	\$23.99	\$25.43
Emergency Inspection	\$42.40	\$44.94	\$47.64	\$50.50	\$53.53
Emergency Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Quality Assurance	\$42.40	\$44.94	\$47.64	\$50.50	\$53.53
Quality Assurance Re- Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Complaint Inspection	\$42.40	\$44.94	\$47.64	\$50.50	\$53.53
Complaint Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Compliance Inspection	\$42.40	\$44.94	\$47.64	\$50.50	\$53.53
Compliance Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Inspection Cancellation by Agency (per cancellation)	\$10.60	\$11.24	\$11.91	\$12.62	\$13.38
Resident/Landlord Cancellation (per cancellation)	\$10.60	\$11.24	\$11.91	\$12.62	\$13.38
NSPIRE Inspection	\$37.10	\$39.33	\$41.69	\$44.19	\$46.84
NSPIRE Re-Inspection	\$27.56	\$29.21	\$30.97	\$32.82	\$34.79
Remote Video Inspection (RVI)	\$50.00	\$53.00	\$56.18	\$59.55	\$63.12
Remote Video Re-Inspection	\$30.00	\$31.80	\$33.71	\$35.73	\$37.87
Remote-GFCI Shipment	\$15.00	\$15.90	\$16.85	\$17.87	\$18.94
Remote-LBP Training	\$15.00	\$15.90	\$16.85	\$17.87	\$18.94

Remote-Landlord Nonresponsive/Withdrawal	\$35.00	\$37.10	\$39.33	\$41.69	\$44.19
Self-Certification	\$15.90	\$16.85	\$17.87	\$18.94	\$20.07
Rent Review	\$31.80	\$33.71	\$35.73	\$37.87	\$40.15
Additional Utility Tables	\$7.95	\$8.43	\$8.93	\$9.47	\$10.04
RR Database	\$530.00	\$561.80	\$595.51	\$631.24	\$669.11
Flat Rent Study	dependent on volume	dependent on volume	dependent on volume	dependent on volume	dependent on volume
*Call Center (per call)	\$1.86	\$1.97	\$2.08	\$2.21	\$2.34
*Inspection Cancellation by Agency (per cancellation)	\$10.60	\$11.24	\$11.91	\$12.62	\$13.38
*Pandemic Self Certification (per self-certification)	\$23.32	\$24.72	\$26.20	\$27.77	\$29.44
Management Consultation Hourly Rate	\$265.00	\$280.90	\$297.75	\$315.62	\$334.56
Specialized Reports Hourly Rate	\$159.00	\$168.54	\$178.65	\$189.37	\$200.73
Data Interpretation Hourly Rate	\$159.00	\$168.54	\$178.65	\$189.37	\$200.73
Agency Staff Training Hourly Rate (first 6 hours at no charge)	\$106.00	\$112.36	\$119.10	\$126.25	\$133.82
SEMAP Data Preparation (Indicators 5, 6)	\$53.00	\$56.18	\$59.55	\$63.12	\$66.91
Landlord/Tenant Training Hourly Rate	\$79.50	\$84.27	\$89.33	\$94.69	\$100.37
Data Bridge Creation (monthly fee)	\$250.00	\$265.00	\$280.90	\$297.75	\$315.62

Inspection fee plus a \$75 trip charge for each day worked.

Any services required outside of the scope of services set forth in the RFP will be billed at an hourly rate of \$159.00.

*These fees occur only during states of emergency.

This pricing schedule is good for 60 days from the date it was emailed.



Stanley J. McCright, CEO

August 21, 2023

Date

DESCRIPTIONS (Continued from Page 1)

M&A Properties

SV Partners

Housing Opportunities Commission of Montgomery County MD is included as additional insureds on General Liability , Auto Liability, Excess Liability when required by written contract. The additional insured status includes completed and ongoing operations, on a primary and non-contributory basis, when required by written contract. Policies include 30 day Notice of Cancellation, except 10 days for non payment of premium.

EQUAL EMPLOYMENT OPPORTUNITY

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

As part of the commitment to equal employment opportunity, McCright & Associates actively seeks to increase the diversity of its job applicants and workforce.

McCright & Associates believes that the strength and success of an organization comes from developing and maintaining a diverse workforce, and therefore strives to build and enhance the awareness and value of individual differences through diversity education and training. McCright & Associates further believes that its effort must extend beyond traditionally targeted groups, making it inclusive of all employees, regardless of race, color, national origin, ethnicity, gender, abilities/disabilities, religion, or age.

In successfully managing diversity McCright & Associates strives to 1) maintain a workforce representative (at all levels) of the population, through affirmative action employment efforts; and 2) encourages a working environment where each employee has opportunities to contribute their individual talents to the success of McCright & Associates' mission.

SECTION 3 PARTICIPATION

SECTION 3 PLAN

EMPLOYMENT AND TRAINING

To demonstrate compliance with Section 3 regulations, a concerted effort will be made to the greatest extent feasible employ Section 3 residents as 30 percent of the aggregate number of new hires, and to provide training to those new hires.

OUTREACH

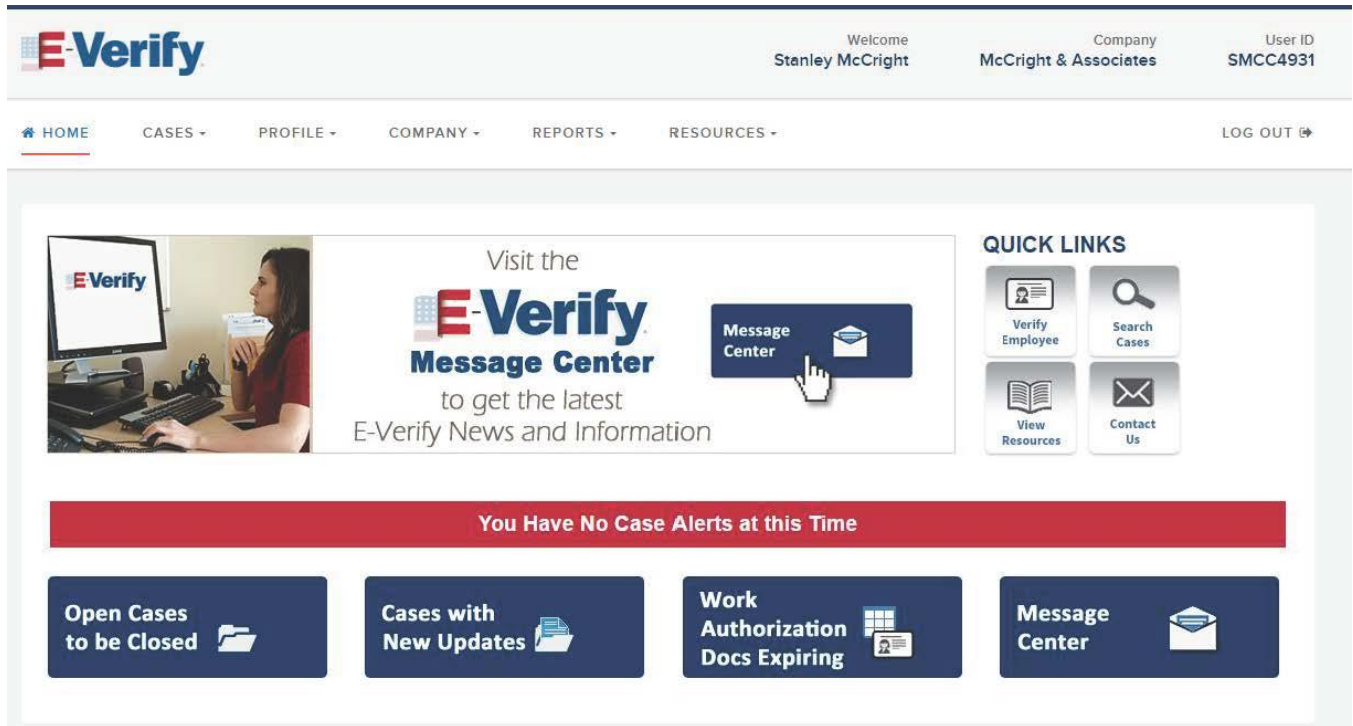
We are committed to conduct an aggressive outreach campaign to make Section 3 Businesses and Section 3 Residents aware of contracting and employment opportunities in connection with the Section 3 Covered Project. Efforts will include, but not be limited to:

- 1) Publication of opportunities with American Job Center.
- 2) Mail flyers to resident councils, resident management corporations, or other resident organizations, where they exist, in the housing development or developments where category 1 or category 2 persons reside, and community organizations in HUD-assisted neighborhoods, to request the assistance of these organizations in notifying residents of the training and employment positions to be filled.
- 3) Notification to the Public Libraries, Salvation Army, Community Kitchens and other appropriate organizations.
- 4) Notification of potential training, or employment opportunities to Non-profit groups serving low-income persons.
- 5) Partner with Housing Authority to ensure all avenues of exposing tenants to the job opportunity are explored (Housing Authority posts job on website frequented by tenants, newsletters, additional properties, etc.).
- 6) Advertise the jobs to be filled through the local media, such as community television networks, newspapers of general circulation, and radio advertising.

OTHER

E-VERIFY

McCright & Associates is enrolled in and verifies the work eligibility status of all newly hired employees.



The screenshot shows the E-Verify web application interface. At the top left is the E-Verify logo. On the right, it displays 'Welcome Stanley McCright', 'Company McCright & Associates', and 'User ID SMCC4931'. Below the header is a navigation menu with links for HOME, CASES, PROFILE, COMPANY, REPORTS, RESOURCES, and LOG OUT. The main content area features a banner for the E-Verify Message Center, a 'QUICK LINKS' section with buttons for 'Verify Employee', 'Search Cases', 'View Resources', and 'Contact Us', a red notification bar stating 'You Have No Case Alerts at this Time', and a row of four action buttons: 'Open Cases to be Closed', 'Cases with New Updates', 'Work Authorization Docs Expiring', and 'Message Center'.

CONTACT INFORMATION

Kenardo Curry, McCright's Director of Business Development, will be the main contact to answer questions or provide clarification concerning this proposal. Stan McCright, Chief Executive Officer, is also listed as a contact.

Kenardo Curry, Director of Business Development

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Email: kenardoc@mccright.com

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