

MILWAUKEE COUNTY SECTION 8-HCV PROGRAM
COVID-19- REMOTE/VIDEO INSPECTION INSTRUCTIONS
Updated 9/28/20

The program will continue to conduct inspections remotely using technology. The process below will explain the step by step procedure of the remote inspections.

The following technology can be used for the remote inspections-

Google Duo--If you have a Galaxy, Android or Samsung phone **Google Duo is** Free high-quality video calling app. It works across Android and iOS phones and tablets, smart devices, and on the web.

Facetime--If you have a I-Phone. **FaceTime** is an app that's available across Apple devices. **FaceTime** Video work on the iPhone and iPad.

Inspection process-

1. On the day of the inspection, during the time window assigned to you, the inspector will call you on your phone. If we do not have your current phone number, you must call the inspection desk as soon as you receive your inspection notice and provide your new number to Ms. Terra Barnes at the inspection desk. Ms. Barnes can be reached via phone at 414-278-4286 or email her at Terra.Barnes@milwaukeecountywi.gov. **If the inspector is not able to reach you by phone the inspection will be considered a no-show inspection.**
2. Be ready with your phone handy so that you do not miss the call from the inspector.
3. After you connect with the inspector on the phone let him know which app you will be using for the inspection. (For example-Google Due or Facetime)
4. The inspector will call you on that app you pick for your remote video inspection.
5. The inspector will need to see the following in your unit for your recert inspection- Every room in the contracted unit including living room, dining room, kitchen, bedrooms and bathroom. You will need to show testing of ten-year lithium sealed battery smoke detector and carbon monoxide in your unit. The inspector will need to see running water in bathroom and kitchen, You will need to show the basement (make sure basement lights work prior to the inspection), basement inspection will go as follows: You will need to show the furnace and the hot water heater, circuit breaker panel also testing of ten-year lithium sealed battery smoke detector and carbon monoxide detector in basement. (Talk to your landlord prior to the inspection if you are not sure where these items are located in your unit).
6. If there are any other problems with the unit, make sure you let the inspector know and also be ready to show him at the video inspection.
7. The inspector will let you know if he needs you to send him pictures of an items.
8. The inspector can let you know the results if you want to ask the inspector at the end of the inspection.

If there are repairs due to which your unit fails inspection, a repair list will be typed, and a copy will be mailed OR EMAILED to the tenant and the landlord. The repairs must be completed by the re-inspection date and the same remote video inspection process will be used for the re-inspection. If the unit fails both inspections, the contract will be terminated, and no further payments will be made on your behalf. Please refer to the front page of this letter for further guidance on failed inspections.

