

# OHCS Regulatory Inspections Ratings



Maintenance Operations		
Property Maintenance	<b>Meets Standards</b>	
	<ul style="list-style-type: none"> <li>Management has preventative maintenance practices in use to avoid a pattern of deferred maintenance.</li> <li>Unit turn-over practices are in place to ensure units are prepared for occupancy within 14-21 days.</li> </ul>	
	<ul style="list-style-type: none"> <li>Units are occupied within 30 days</li> <li>No units required unplanned substantial rehab at turn-over, indicating regular unit inspection procedures</li> <li>No units were taken off-line due to deferred maintenance.</li> </ul>	
	<b>Does Not Meet Standards</b>	
	<ul style="list-style-type: none"> <li>Management does not have preventative maintenance practices in use to avoid a pattern of deferred maintenance.</li> <li>Unit turn-over practices are not in place to ensure units are prepared for occupancy within 21 days</li> <li>Units are not occupied within 30 days</li> <li>Units required unplanned substantial rehab at turn-over or inspection procedures not followed</li> <li>Units were taken off-line due to deferred maintenance.</li> </ul>	
	Inspection Preparation Materials	<b>Meets Standards</b>
		<ul style="list-style-type: none"> <li>All documentation requested in preparation for the review was received the due date.</li> <li>All requested documentation was provided, complete, and accurate.</li> <li>All Tenants were properly noticed for the inspection</li> </ul>
		<b>Does Not Meet Standards</b>
		<ul style="list-style-type: none"> <li>All documentation requested in preparation for the review was not received by the due date.</li> <li>Multiple requests or reminders were made to obtain documentation.</li> <li>Documentation received was incomplete or inaccurate.</li> <li>All Tenants were not properly noticed for the inspection</li> </ul>
		Inspection
<ul style="list-style-type: none"> <li>Respond to inspection report in a timely manner.</li> <li>Maintenance practices are more pro-active than re-active and all repairs meet industry standards.</li> <li>Affirmative Fair Housing Marketing Plan (AFHMP) and Administrative Notebook are both properly posted and maintained at the property.</li> <li>All previous 8823s have been resolved.</li> <li>An extension was requested prior to the due date and the inspection report was received by the extended due date.</li> <li>All findings that require a delay, have been pre-approved and a completion date has been submitted.</li> <li>All documentation requested for findings was submitted and accurate.</li> <li>Exigent Health and Safety (EH&amp;S) was completed and submitted by the due date.</li> </ul>		

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Inspection Response	<b>Does Not Meet Standards</b>
	<ul style="list-style-type: none"> <li>• Did not respond to inspection report by the due date.</li> <li>• Not correcting all findings per the inspection report.</li> <li>• AFHMP and Administrative Notebook are not properly posted or maintained at the property.</li> <li>• Previous 8823s have not been resolved.</li> </ul>
	<b>Meets Standards</b>
	<ul style="list-style-type: none"> <li>• The inspection response was received by the due date.</li> <li>• An extension was requested prior to the due date and the response was received by the extended due date.</li> <li>• All findings that require a delay, have been pre-approved by OHCS and a completion date has been submitted.</li> <li>• All documentation requested for findings was submitted and accurate.</li> <li>• EH&amp;S was completed and submitted by the due date.</li> </ul>
	<b>Does Not Meet Standards</b>
	<ul style="list-style-type: none"> <li>• The inspection response was not received by the due date.</li> <li>• An extension was not requested by the due date, or the response was not received by the extended due date.</li> <li>• All findings that require a delay, have not been pre-approved by OHCS or a completion date has not been submitted.</li> <li>• All documentation submitted was not complete or accurate</li> <li>• All documentation requested for findings was not submitted or accurate.</li> <li>• Multiple requests were made to obtain complete or accurate information.</li> <li>• EH&amp;S was not completed or submitted by the due date.</li> </ul>
	<b>Meets Standards</b>
	<ul style="list-style-type: none"> <li>• Management responds to requests for information or documentation by the due date.</li> <li>• Requested information or documentation is accurate, complete, and received by the due date.</li> <li>• Extension was requested prior to due date; information or documentation was received by the extended due date.</li> </ul>
	<b>Does Not Meet Standards</b>
	<ul style="list-style-type: none"> <li>• Management did not respond to requests for information or documentation by the due date.</li> <li>• Requested information or documentation was not accurate, complete, or received by the due date.</li> <li>• Extension was not requested prior to due date; information or documentation was not received by the extended due date.</li> </ul>
	<b>Meets Standards</b>
	<ul style="list-style-type: none"> <li>• Management demonstrated FHEO knowledge and practices that meet industry standards.</li> </ul>
	<b>Does Not Meet Standards</b>
	<ul style="list-style-type: none"> <li>• Management neglected to demonstrate FHEO knowledge and practices that meet industry standards.</li> </ul>

# OHCS Regulatory Inspections Ratings



Units	
Physical Inspection	<b>Meets Standards</b>
	<ul style="list-style-type: none"> <li>The condition of the units meets industry standards and findings do not demonstrate a pattern of systemic issues, problems, or lack of management oversight.</li> </ul>
	<ul style="list-style-type: none"> <li>No repeat findings (from previous report)</li> </ul>
	<ul style="list-style-type: none"> <li>All observed unit EH&amp;S findings have been resolved within the 24-hour time frame.</li> </ul>
	<ul style="list-style-type: none"> <li>Unit findings have been corrected by the due date.</li> </ul>
	<ul style="list-style-type: none"> <li>Unit maintenance practices appear to be more pro-active than re-active and all repairs made meet industry standards</li> </ul>
	<b>Does Not Meet Standards</b>
	<ul style="list-style-type: none"> <li>The condition of the units does not meet industry standards or EH&amp;S findings demonstrate a pattern of systemic issues, problems, or lack of management oversight.</li> </ul>
	<ul style="list-style-type: none"> <li>Findings demonstrate deferred maintenance issues; possible lack of management oversight or lack of response to maintenance requests.</li> </ul>
	<ul style="list-style-type: none"> <li>Pattern of repeat findings (from previous report)</li> </ul>
	<ul style="list-style-type: none"> <li>More than 50% of the units inspected have two or more findings</li> </ul>
	<ul style="list-style-type: none"> <li>Reported Unit EH&amp; S findings have not been resolved</li> </ul>
	<ul style="list-style-type: none"> <li>Overall impressions indicate Units are not taken care of or has been neglected</li> </ul>
<ul style="list-style-type: none"> <li>Unit maintenance practices appear do not meet industry standards.</li> </ul>	

## OHCS Regulatory Inspections Ratings

Interior/Exterior	
Physical Inspection	<b>Meets Standards</b>
	<ul style="list-style-type: none"> <li>The condition of the property meets industry standards and findings do not demonstrate a pattern of systemic issues, problems, or lack of management oversight.</li> </ul>
	<ul style="list-style-type: none"> <li>No repeat findings (from previous report)</li> </ul>
	<ul style="list-style-type: none"> <li>All observed property EH&amp;S findings have been resolved within the 24-hour time frame.</li> </ul>
	<ul style="list-style-type: none"> <li>Interior/Exterior findings have been corrected by the due date.</li> </ul>
	<ul style="list-style-type: none"> <li>Interior/Exterior is maintained with minimal deficiencies observed.</li> </ul>
	<ul style="list-style-type: none"> <li>Interior/Exterior maintenance practices appear to be more pro-active than re-active and all repairs made meet industry standards</li> </ul>
	<ul style="list-style-type: none"> <li>All common areas are available for use by residents and used for the intended purposes.</li> </ul>
	<b>Does Not Meet Standards</b>
	<ul style="list-style-type: none"> <li>The condition of the Interior/Exterior does not meet industry standards or EH&amp;S findings demonstrate a pattern of systemic issues, problems, or lack of management oversight.</li> </ul>
	<ul style="list-style-type: none"> <li>Findings demonstrate deferred maintenance issues; possible lack of management oversight or lack of response to maintenance requests.</li> </ul>
	<ul style="list-style-type: none"> <li>Pattern of repeat findings (from previous report)</li> </ul>
	<ul style="list-style-type: none"> <li>More than 50% of the Interior/Exterior inspected have two or more findings</li> </ul>
	<ul style="list-style-type: none"> <li>Reported Interior/Exterior EH&amp; S findings have not been resolved</li> </ul>
	<ul style="list-style-type: none"> <li>Overall impressions indicate Interior/Exterior are not taken care of or have been neglected</li> </ul>
	<ul style="list-style-type: none"> <li>Unit maintenance practices appear do not meet industry standards.</li> </ul>
<ul style="list-style-type: none"> <li>Common areas are not available to residents, taken off-line, or not used for the intended purposes.</li> </ul>	