

Policy

Subject: Unit Inspections

Policy Number: 2021-01

Effective Date: November 2, 2023

Approved by: NCHC Board of Directors

Reviewed by: NCHC General Manager

Purpose/Overview

Annual inspections are required by law to be completed and allow Northumberland County Housing Corporation (“NCHC”) to check for capital repair needs and compliance with municipal standards/by-laws and fire codes. These inspections help NCHC plan necessary repairs for the following year and identify any health and safety concerns.

Policy

General Inspections

NCHC reserves the right to provide tenants with a minimum of 24 hours’ notice of entry to complete a unit inspection if they deem there to be a reasonable cause for concern.

NCHC will make efforts to schedule inspections for a time when an adult tenant of the household (18+) will be present.

Annual Inspections

NCHC will aim to provide tenants with 30 days’ notice of annual inspections. Inspection notices will include the date and time frame that Northumberland County staff acting on

behalf of NCHC will attend the unit. In addition to the 30 days' notice, 24 hours' notice of entry will also be provided prior to the annual inspection.

Prior to annual inspections, NCHC will strive to support tenants address issues of clutter and will provide an opportunity to tenants to dispose of debris that does not fit into normal waste management containers.

Should areas of concern be identified during the annual inspection, housing caseworkers will follow up with the tenants to outline the next steps to remedy the issues. Depending on the severity of the concerns, caseworkers will begin to implement the Eviction Prevention Policy for Social Issues.

Move-in inspections

Prior to move-in or at the time of move-in, Northumberland County staff acting on behalf of NCHC will accompany tenants through the unit and conduct maintenance orientation as necessary. Northumberland County staff will document the condition of the unit prior to tenant move-in.

Tenants will be required to identify any concerns or issues with the unit within 30 days of their move in through a means established by the NCHC. If issues are identified during the 30-day period, County staff acting on behalf of the NCHC will conduct a move-in inspection and review the areas of concern and determine if this was pre-existing damage and begin workorders as necessary. Should no issues be identified within 30 days, tenants will assume liability of all damage in the unit.

Move-out inspections

Following NCHC's receipt of a tenant's notice of intention to vacate from a unit, Northumberland County staff acting on behalf of NCHC will arrange a move-out inspection of the unit with the vacating tenant whenever possible. This inspection will be completed within a reasonable timeframe following the notice of vacate, and where possible will be completed 30 days prior to the tenant vacating. Appropriate notice of the inspection will be given to the tenant.

Northumberland County staff will strive to work with the tenant to identify repairs and/or restorations that are appropriate for the tenant to address prior to move-out, and other larger repairs that will be completed by NCHC after move-out, which may be charged back to the tenant.

The vacating tenant will be charged for the cost of any cleaning and repairs to the unit following move-out that were considered to be the tenant's responsibility.

Internal Transfers

In certain circumstances tenants may apply for an internal transfer to another unit within NCHC's portfolio. Following receipt of a request to complete an internal transfer, Northumberland County staff acting on behalf of NCHC will arrange for a unit inspection with the tenant prior to approving the request.

Immediately following the inspection, Northumberland County staff will advise the tenant, in writing, of any repairs and/or restorations that are considered their responsibility and the tenant will be given two weeks to complete the repairs and/or restorations. If the repairs and/or restorations are not completed, the transfer request will not be approved. A tenant may withdraw their request for an internal transfer at any time.

Common Area and Exterior Inspections

Facilities staff will complete monthly health and safety inspections of all interior and exterior common areas and of building systems to ensure that all buildings are code compliant.

Annual fire alarm testing is carried out by an external contractor in accordance with fire code requirements.

Repealed Policy

N/A

Legislative Authority

Cross Reference