

**NEW YORK CITY HOUSING AUTHORITY
LEASED HOUSING DEPARTMENT**

**Frequently Asked Questions on Temporary Program
Changes to Housing Quality Standards
Updated on April 15, 2022**

HOUSING QUALITY STANDARDS (HQS)

1. What are Housing Quality Standards (HQS)?

HQS are the minimum requirements set by the U.S. Department of Housing and Urban Development (HUD) that all dwelling units must meet before a family can occupy the unit while receiving Section 8 assistance. It is the responsibility of the owner to maintain the unit and building in accordance with HQS. For more information on HQS, please visit <https://www1.nyc.gov/site/nycha/section-8/housing-quality-standards.page>.

2. What temporary program changes is NYCHA making regarding HQS due to COVID-19?

- a) NYCHA has resumed in-person HQS inspections. A remote inspection option is available upon request.
- b) NYCHA has resumed abatements to housing assistance payments for HQS violations effective June 1, 2021.
- c) NYCHA will accept an owner's certification for new rentals that failed the initial inspection with non-life-threatening conditions. However, NYCHA will follow up by scheduling a reinspection of the unit.
- d) Life-threatening HQS violations (also known as "24-hour violations") must be corrected. NYCHA is temporarily accepting NE-2 certification forms with the owner and tenant's signature; and completed work order ticket(s), and/or paid invoice(s) from a supplier for the repairs, to verify completed repairs for 24-hour violations cited during an HQS inspection on December 31, 2019 or later. If supporting documentation is not provided, both the owner and tenant's signature must be on the form. NYCHA will verify repairs with the tenant. Please note that NYCHA may conduct random quality control inspections to confirm repairs.

INITIAL INSPECTIONS

1. What is an initial inspection?

Initial inspections are conducted for a new rental (including transfers and restorations) upon submission of a Request for Tenancy Approval (RFTA). Units must meet HQS before NYCHA is able to approve a RFTA and enter into a Housing Assistance Payment (HAP) contract with an owner.

2. Now that in-person inspections have resumed, will NYCHA continue to accept a completed Owner Certification for Initial Inspection (interim certification due to COVID-19) form to confirm a unit meets HQS?

NYCHA is conducting in-person HQS inspection for new rentals. As a result, Owner Certification for Initial Inspection (interim certification due to COVID 19) forms are no longer accepted, effective September 1, 2021.

HQS CERTIFICATION OF COMPLETED REPAIRS FOR 24-HOUR/LIFE-THREATENING VIOLATIONS

1. What is a Certification of Completed Repairs?

A Certification of Completed Repairs is a document attesting that the HQS violations noted during a NYCHA inspection have been corrected in the unit and/or building.

During an HQS inspection, if HQS violations are found in a unit, the owner is notified via the NE-1 Letter to Owner – Hazardous Conditions (NYCHA form 059.307B). Once deficiencies are corrected, an owner can submit a Certification of Completed Repairs for the non-life-threatening violations (Certification of Completed Repairs NE-2, NYCHA form 059.307) via the Owner Extranet.

If HQS violations are found in a public space of the building, the owner is notified via the NE-1PS Letter to Owner – HQS Violations – Public Space (NYCHA form 059.348A). Once deficiencies are corrected, an owner can complete a Certification of Completed Repairs for the non-life-threatening violations (Notification of Completed Building Repairs NE-2PS, NYCHA form 059.348) via the Owner Extranet.

Please note that NYCHA may inspect the unit to confirm any deficiencies were corrected.

2. What are 24-hour violations?

24-hour violations are those that present a life-threatening hazard, including, but not limited to:

- Building in imminent danger of collapse
- Illegal window gates on fire escapes
- Missing or inoperable smoke and/or carbon monoxide detectors
- Gas leak
- Smoking/sparking/exposed wiring that could result in shock or fire
- Severe fire damage
- No secondary means of egress

3. How do I certify repairs for 24-hour violations?

Under normal circumstances, NYCHA does not accept certifications for 24-hour violations and instead must conduct a re-inspection. However, until further notice, NYCHA will accept a certification to confirm that 24-hour violations have been corrected for life-threatening violations cited during an HQS inspection on December 31, 2019 or later. Please note that NYCHA may inspect the unit to confirm any deficiencies were corrected.

Certifications will not be accepted for cases that were suspended due to a failed

inspection conducted prior to December 31, 2019.

To submit a certification for cases that failed inspection conducted after December 31, 2019:

- a) Log in to the Owner Extranet at <https://eapps.nycha.info/Owners/>.
- b) Review the Letter to Owner: Hazardous Conditions NE-1 Inspection (NYCHA form 059.307) and/or Notification of Completed Building Repairs NE-1PS.
- c) Complete the related Certification of Completed Repairs.
- d) Upload completed work order ticket(s) and/or paid invoice(s) from a supplier for the repairs. The work order and/or paid invoice must include the Section 8 tenant's address (including the unit number), the date the work was completed, and a description of repairs completed.
- e) Submit the completed form and supporting documentation via the Owner Extranet.
- f) If the completed work order ticket(s) and/or paid invoice(s) from a supplier for the repairs is not available, NYCHA will accept the NE-2 certification with the owner's and tenant's signatures. NYCHA will contact the tenant to verify repairs and may schedule an inspection if required.

Owners whose unit failed an inspection conducted prior to December 31, 2019 and was cited with 24-hour violations may request a re-inspection. To request a re-inspection, owners can call NYCHA's Customer Contact Center at 718-707-7771, Monday through Friday, between the hours of 8 a.m. and 4 p.m.

4. When will the Certification of Completed Repairs for 24-hour violations be accepted?

NYCHA will only accept the Certification of Completed Repairs if:

- The owner's and tenant's signatures are on the certification;
- The work order ticket(s) and/or paid invoice(s) are submitted and include: i) the Section 8 tenant's address (including the unit number); ii) the date the work was completed; and iii) a description of repairs completed;
- There is no tenant dispute about the violations being corrected; and
- The case was suspended for a failed inspection that was conducted December 31, 2019 or later.

5. What should I do if my tenant does not allow me access into the unit to repair HQS deficiencies?

Owners will be allowed additional time to make repairs.

If the tenant refuses access for a life-threatening or non life-threatening violation, send a letter to the tenant requesting access via Certified Mail and upload a copy of this letter and a copy of the Certified Mail receipt to NYCHA via the Owner Extranet, along with the Hazardous Conditions NE-1 Inspection (NYCHA form 059.307B), indicating that the tenant refused access, within 30 calendar days of the date that NYCHA sent the NE-1 form

REMOTE VISUAL INSPECTIONS (RVI)

1. What is a remote visual inspection (RVI)?

RVI is a HQS inspection performed with a proxy at the physical subject location and an HQS inspector directing the inspection remotely. The proxy must be 18 years or older.

2. Who is eligible for an RVI?

An RVI can be conducted for a biennial, re-inspection, complaint, or special inspection and must meet the following conditions:

- Any party present at the time of the RVI must consent to having the inspection recorded;
- The proxy will be available onsite on the date and time of the inspection;
- The proxy has a fully charged mobile device with internet connection, has downloaded the free Zoom or Microsoft Teams application onto their mobile device, and has the following equipment onsite, on the date and time of the inspection:
 - 25-foot measuring tape,
 - Flashlight,
 - Electrical tester (3-prong/GFI circuit and 2-prong outlet tester),
 - Digital infrared thermometer, and
 - Retractable stick (to reach the carbon monoxide/smoke detector[s]).

Note: NYCHA will advise the owner which application (Zoom or Microsoft Teams) to download on their mobile device when the inspection is scheduled.

- The subject property has good internet/Wi-Fi connection with no “dead spots”;
- Property is not new to the Section 8 program;
- Tenant is currently active in the Section 8 program (unit NOT being restored);
- Unit has no unit size discrepancy; and
- The repairs to be confirmed are not for a heat and/or hot water violation.

3. How do I request an RVI?

RVIs can be requested by contacting the Customer Contact Center (CCC) at 718-707-7771, Monday through Friday, between the hours of 8 a.m. and 4 p.m. The CCC representative will create a request for an RVI that will be reviewed by the HQS Inspections Unit, which will determine if the unit qualifies for RVI.