

## TENANT COMPLAINT INSPECTIONS

- Scheduled when the Inspections Division is notified **in writing** by the Tenant of a problem(s) that the Landlord will not or cannot address. The Tenant is required to provide the Inspections Division a copy of the letter mailed to the landlord notifying him/her of the repairs needed. **Please note that a non-life threatening complaint will not be acted upon unless submitted in writing.**
- Scheduled by letter with date and time of inspection is emailed to the landlord and mailed to the tenant within 7 to 15 business days from the date written notification is received by the Inspections Division.
- The inspection will consist of the items identified in the Tenant's complaint, unless items are easily visible or identified by Tenant at the time of inspection.
- The tenant or tenant representative 18 years or older, must be present for inspection. All representatives must have a valid form of ID showing proof of age. Inspectors will not enter a unit where ID is not provided and the age of the representative cannot be verified. The inspection result will be "NOT AT HOME" and no second inspection will be scheduled. The tenant must begin the process from the beginning for the complaint to be inspected.
- If the tenant is not present for the first scheduled inspection no additional inspections will be scheduled without the tenant re-submitting another written complaint.
- If the 1<sup>st</sup> scheduled inspection does not pass for any reason other than "Not At Home" or "Cancel" the Tenant will be contacted by the Client Specialist to attend a move briefing.
- If the 2<sup>nd</sup> inspection is scheduled after the 25<sup>th</sup> of the month, the HAP payment for the following month will be abated (stopped) pending the passing of the inspection. If the 2<sup>nd</sup> scheduled inspection passes, the full HAP payment for the abated month will usually be released the following month.

- If the 2<sup>nd</sup> scheduled inspection does not pass the tenant will be processed to relocate.
- RHA offers three Optional Resident Retentions Services for landlord. The Punch List Service, the Optional Third Inspection and the Optional Additional Inspection. Information on each of these services can be found on our website at [www.rhaonline.com](http://www.rhaonline.com), *News and Updates, Optional Resident Retention Service – Timeframes*.
- Paying for any Optional Resident Retention Service provides no guarantee of the unit passing inspection, nor will it stop a pending or occurring HAP abatement or tenant relocation.
- Optional Resident Retention Service fees are considered the responsibility of the landlord, not the tenant. The landlord should check with RHA before paying for a third inspection IF the payment is not made within the 3 days window indicated on the emailed letter, as the payment is non-refundable.
- No back HAP payment will be released for the days in which the unit was not in compliance with the HAP contract nor is the **Tenant responsible to pay any portion of the HAP payment usually paid by the Raleigh Housing Authority per the HAP contract.**
- All grievances from both the Tenant and Landlord must be **submitted in writing** to: Raleigh Housing Authority, ATTN: Inspections Division, 900 Haynes Street, Raleigh NC 27604. A response will be provided in writing or by telephone within 10 business days from receipt of the correspondence.