

Remote Video Inspection Protocol Policy

SCOPE

This protocol and policy encompasses many of the Programs administered by the Tennessee Housing Development Agency that must perform inspections as part of their requirements, and the many cooperating agencies that administer THDA Programs throughout the state.

PURPOSE

To create a method of meeting the inspection requirements of various THDA Programs without physically performing the inspection at the point of construction.

REQUIREMENTS

The cooperating agency has the responsibility of ensuring the construction location has adequate, preferably 4G or better, connectivity and the smart phone or tablet to be used has either FaceTime, Skype, or other live streaming video platform, approved by THDA, loaded and properly working at the time of the call.

ACRONYMS

THDA – Tennessee Housing Development Agency
CA- Cooperating Agency (With THDA)
VPI- Virtual Physical Inspection

PROCESS

1. Submit the appropriate Inspection Report, pictures, and other paperwork to THDA for approval. Request the plausibility of a VPI with THDA.
2. The Cooperating Agency's Rehabilitation Coordinator or equivalent will call the THDA Construction Coordinator / reviewer and set up an inspection time. The CA's Rehabilitation Coordinator or equivalent will give the THDA Construction Coordinator or equivalent the appropriate phone number to call for the inspection.
3. Prior to the inspection, the CA's Rehabilitation Coordinator or equivalent should ensure that the necessary tools based on the type of inspection are readily available. For example, carry a tape measure, level, GFCI tester, step ladder (for possible close ups of ceilings), etc.

4. Prepare for the actual inspection:

- a. Make sure the smart phone or tablet is fully charged.
- b. Be ready to accept the video call at the scheduled time and respond to requests for the THDA Construction Coordinator or equivalent.
- c. Have the required tools readily available.
- d. Turn off the phone or tablets notifications during the video call. (Notifications can freeze the video call and cause delays to the inspection, or could require the inspection to be rescheduled.)

5. The Inspection:

- a. Begin the inspection at the street view at the construction site. (Address showing if possible)
- b. Follow the directions of the THDA Rehabilitation Coordinator or equivalent.
- c. Walk the inspection in a clockwise direction.
- d. Walk inspection from bottom to top. (If multi-story structure).
- e. Make Notes of any items that need correcting.
- f. Show close-ups or other requests as requested.

6. The Follow-up

- a. THDA will notify you within the next business day in writing whether the property passed or failed. (Of course THDA may notify the CA Rehabilitation Coordinator or equivalent verbally after the completion of the VPI.)
- b. THDA will complete the appropriate paperwork and submit it to the CA's Administrator.

POLICY STATEMENT

This policy outlines the requirements, standards, responsibilities, and guidelines that THDA personnel and our Cooperating Agencies must follow related to Video Remote Inspection. And for THDA employees the management, issuance, authorization, use of agency-paid mobile devices for the purpose of performing reviews and inspections over these devices. THDA provides several mobile devices and/or services for employees whose job performance requires or would be enhanced by their use. Mobile devices and their service agreements are provided for official agency business use and are made available to employees in positions where the associated benefits justify the additional operating costs.