



**To:** Section 8 Owners  
**Date:** February 28, 2014  
**From:** Section 8 Inspection Team  
**Re:** Requests for Call-Ahead Notices on Inspections

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Good afternoon Section 8 Owners & Property Managers,

We hope this finds you warm and safe during this particularly brutal winter season! This memo is enclosed to clarify and update you on the Section 8 Procedure for Call-Ahead Notices by our Inspectors.

As you know, we currently schedule inspections in four-hour windows. We understand that in particular situations, there is a legitimate need for an inspector to notify the owner or property manager in advance of that inspection so they can be present. However, these requests continue to increase along with inspector caseloads, while our budget continues to be very low. To that end, we are making a couple adjustments and clarifications to this process:

- 1) If you have a legitimate need to be contacted ahead of time by an inspector to provide notice about when he will conduct your inspection, please contact our scheduling desk and explain that you would like a call-ahead at a specific time for a specific inspection, and the scheduler and inspector will do their best to accommodate that request. **The request will need to be received at least 24-hours in advance, and you will need to provide the specific name and number of the person you would like contacted for that inspection.**
- 2) Please note there will no longer be "automatic" call-aheads. That is, we will not maintain a list at the PHA of those owners or entities that will always need an automatic call-ahead. You will need to individually reach out to the PHA for each call-ahead request you have.
- 3) Please remember that for any existing tenants, it is the responsibility of the tenant that they be responsible for any inspection. We inform them about this annually, and their repeated failure to complete this responsibility could result in the termination of their voucher.

Please feel free to contact me if you have any questions or concerns about this process. As always, thank you for your participation in the Section 8 Program! We appreciate what you do to help families and individuals with low incomes achieve greater stability and self-reliance.

Sincerely,

Kimberly Henry  
Section 8 Assistant Manager for Inspections

