



# NAVY OCONUS Third-Party Inspections Tenant Frequently Asked Questions (FAQs)

## What is a home inspection?

A home inspection is an evaluation of the visible and accessible systems of a home to determine its current condition. It is intended to identify components that are significantly deficient, unsafe, or near replacement.

## Why are inspections being conducted?

The Navy is required to conduct an inspection of all government-owned and leased homes through a third-party contractor pursuant to mandates in the National Defense Authorization Act (NDAA) for Fiscal Years (FY) 2020 and 2021, Section 3051. The goal of these inspections is to provide the Navy with information on the condition of government-owned and leased housing across its overseas and United States (U.S.) installations to ensure that service members and their families have safe, quality housing. Inspections will evaluate life/health/safety (LHS) deficiencies, appraise the condition of each home, and assess their general structural integrity and habitability. The results of these inspections will help protect tenants from health hazards and provide an assessment on the safety of their homes that is independent of the Housing Service Center (HSC).

## Who are conducting the inspections and are they qualified?

The Navy has hired Jacobs/HDR, a Joint Venture (J/HDR JV) to conduct these inspections to ensure that an objective, third-party assessment of its housing is made, pursuant to provisions in the FY2020/2021 NDAA. The J/HDR JV team will conduct the third-party inspections of all Navy-owned and leased housing in the continental United States (CONUS) and outside the continental United States (OCONUS). The inspections will be performed by two-person teams who are certified home inspectors, graduate engineers or architects, or professional engineers or architects. All inspectors undergo rigorous field training. Each inspector will identify themselves with a photo badge. All inspectors will also be cleared through the Defense Biometric Identification System (DBIDS), which entails a criminal background check.

## What does the inspection include?

Inspectors will investigate home interiors and exteriors, heating and cooling systems, equipment drainage, landscaping, and other improvements. The inspections include evaluating general home safety, health hazards (such as lead, radon, asbestos, mold, and pest management), and fire hazards. A series of photographs may be taken to document exterior elevations, kitchens, living/dining rooms, bath-rooms, heating/cooling systems, laundry areas, and items of special note that are in good, fair, or poor condition.

## What is involved in the inspection process?

There will be two-person inspection teams evaluating each home. When the inspectors arrive, they will examine the inside and outside of the home and will utilize a tablet to record their findings. Once they have completed the inspection, a report of findings will be uploaded into a database and compiled for submission to CNIC and the HSC.



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## Are the inspections mandatory?

Inspections are mandatory pursuant to Section 3051 of the FY2022/2021 NDAA, Public Law Number (No.) 116-283. This is just one of many activities that the Navy has implemented to ensure quality and safe housing for service members and their families.

## When will inspections take place?

Inspections will begin in July 2023 and last until the end of the calendar year. Inspections will only be scheduled Monday through Friday from 8:00 a.m. to 5:00 p.m. and will not take place on weekends or holidays. Tenants can view the planned inspection schedule of their home at [navyppvinspections.com/oconus-home/](https://navyppvinspections.com/oconus-home/).

## Is a tenant required to be home?

Tenants are encouraged, but not required, to be home for the inspection. A tenant can authorize key access to their home in the event they are unable to be at home on the scheduled inspection date. Key access authorizations must be coordinated with the HSC prior to the date of the inspection. For all authorized key access inspections, the inspector will be accompanied by a government representative.

## What do tenants need to do to prepare for the inspection?

Tenants should ensure that someone over the age of 18 is present in the home during the inspection or that advance key access authorization has been provided to the HSC. Tenants should ensure that no minors are present without adult supervision and that all pets are properly secured. Tenants are not required to escort inspectors but can accompany them, if desired.

## How long is the inspection?

The inspection will take approximately 60 minutes.

## Will tenants be notified of the specific date/time of the inspection?

Yes, the local HSC will provide several notices to tenants in advance of their scheduled inspection.

- Tenants will receive two email notifications from their HSC. The first will be 2 to 3 weeks prior to their scheduled inspection. The second will be 1 week prior to inspection.
- The inspectors will also provide tenants with a 48-hour advance reminder prior to inspection via a door hanger on their home. Tenants can check the schedule of all homes to be inspected by visiting J/HDR JV's website at [navyppvinspections.com/oconus-home/](https://navyppvinspections.com/oconus-home/).

## Can the inspection be rescheduled?

Yes. Rescheduling, or authorizing key entry access, can be accomplished by notifying your HSC point of contact (POC), who can be located by selecting your installation on the map found on the website at: [navyppvinspections.com/oconus-home/](https://navyppvinspections.com/oconus-home/).



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## What COVID-19 precautions are being adhered to?

Inspectors will follow all current Centers for Disease Control (CDC) and local Coronavirus Disease (COVID)-19 health and safety guidelines. All inspectors are vaccinated.

## What if inspectors find something wrong with the home?

For any issues that represent LHS concerns, the inspector is required to notify the HSC immediately so it can be reported to the installation and mitigated expeditiously. The HSC office will issue a maintenance ticket and coordinate with the tenant to resolve the issue. Other issues identified during the inspections will be accounted for in reports that are submitted to the HSC.

## What information will be shared with the tenant after the inspection?

The tenant should contact their HSC, which serves as the tenant's primary POC, for any available information after the inspection process is complete. The inspection team will share any findings that are deemed an emergency or pose a safety hazard directly with the HSC after the inspection. The HSC will then immediately contact the installation, which will follow proper protocols by placing emergency or urgent work orders and following up with the tenant. The HSC will work with the installation to ensure that a work order is created and will follow up with the tenant to ensure work is done to their satisfaction (as it does with all LHS issues).

## Who should tenants contact if they have questions?

Tenants may reach out their HSC POC by selecting their installation on the map found on the website at: [navyppvinspections.com/oconus-home/](https://navyppvinspections.com/oconus-home/).