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CNIC INSTRUCTION 11101.4

From: Commander, Navy Installations Command

Subj: NAVY PRIVATIZED FAMILY HOUSING INSPECTIONS

Ref: (a) 10 U.S.C. § 2857
(b) 10 U.S.C. § 2890
(c) 10 U.S.C. § 2891a
(d) ASN (EI&E) memo Window Fall Prevention Device Program for Military Housing Privatization Initiative Family Housing of 3 May 23
(e) CNICINST 11101.3A
(f) CNIC M-11103.1 CH-1
(g) ASD memo Inspection and Assessment of Housing of 21 Jan 22
(h) ASD memo Mitigation of Risks Posed by Window Coverings with Accessible Cords of 22 Feb 18
(i) ASD memo Radon Testing and Monitoring of Privatized Military Housing Procedures of 4 Aug 20
(j) ASD memo Universal Lease and Dispute Resolution Process for Privatized Housing of 12 Feb 21
(k) OPNAV M-5100.23 CH-3

Encl: (1) Privatized Family Housing Inspection Types
(2) Conducting and Tracking Privatized Family Housing Inspections
(3) Privatized Family Housing Inspection Standards
(4) Navy Housing Inspector Training Requirements
(5) Definitions

1. Purpose. Provide standardized Navy housing processes and procedures to Commander, Navy Installations Command (CNIC) headquarters (HQ), regions and installations for the performance and oversight of housing inspections for privatized Navy family housing as directed in enclosures (1) through (5) and per references (a) through (k).

2. Scope and Applicability. This instruction applies to all CNIC HQ, regions and installations operating Navy public private venture (PPV) family housing.

3. Responsibilities

a. CNIC HQ will:

(1) Implement the Navy family housing PPV inspections program per references (a) through (k), by developing guidance, training requirements and job aids for operating the program. All materials will be reviewed and updated as needed, annually.

(2) Provide program management, oversight and reporting standards for all Navy PPV family housing inspections.

(3) Establish annual program goals and objectives and track performance metrics and reporting, per command's strategic objectives.

(4) Perform monthly analysis of change of occupancy maintenance (COM) inspection data to identify trends in recurring issues, cancellations, failures, and pass with non-health and safety conditions.

(5) Issue guidelines on the reporting elements and format for the regional monthly inspection data analysis. Update annually as required.

(6) Ensure all inspector training completed per enclosure (4) are tracked by the Housing Learning Center (HLC).

(7) Develop inspector training reporting requirements per enclosure (4).

b. Region commanders (REGCOM) will:

(1) Provide oversight and assistance to installations in the implementation of the Navy PPV family housing inspection program per enclosures (1) through (5).

(2) Monitor the progress, usage and effectiveness of the Navy PPV family housing inspection program, ensuring consistency of programming through the respective areas of responsibility.

c. Navy Housing Regional Program Director (RPD) will:

(1) Ensure the installation is provided funding for and implements all required annual training and the installation staff is trained to the defined standards per enclosure (4).

(2) Validate the installation is performing and reporting required inspections on the monthly monitoring matrix (MMx) and the enterprise Military Housing (eMH) Health and Safety Complaint Report.

(3) Provide funding for inspection toolkits to the minimum defined standards per enclosure (3).

(4) Perform monthly analysis of all inspection data to identify trends in recurring issues, cancellations, failures, and pass with non-health and safety conditions. CNIC HQ will issue guidelines for reporting elements and format. Provide analysis to CNIC HQ.

(5) Conduct monthly review to ensure Navy Housing Service Centers (HSC) are providing the PPV property manager (PM) with a copy of the COM Government Owned, Privatized, and Leased Inspection Checklist within one business day after COM inspection.

(6) Ensure that training funding is available and prioritized for inspector compliance with the mandatory training requirements in enclosure (4).

d. Installation commanding officers (ICO) will:

(1) Implement oversight procedures, compliance monitoring and reporting of all PPV family housing inspections per this instruction.

(2) Review the monthly MMx inspection data, taking action to communicate issues with the RPD and Naval Facilities Engineering Systems Command.

(3) Serve as the deciding authority for COM inspection disputes that cannot be resolved by the HSC as directed in enclosure (2).

e. Navy Housing Installation Program Directors (IPD) will:

(1) Ensure the HSC performs and documents all inspections per enclosures (1) through (3).

(2) Establish business rules that will include schedule protocols, inspector assignment, and the processes for attending and performing inspections.

(3) Verify that the PPV PM is using the approved and comprehensive checklists from the Navy approved Universal Lease for this installation, per reference (b), when conducting move-in and move-out inspections.

(4) Ensure annually that inspection personnel meet the mandatory training requirements and ongoing education requirements in enclosure (4), no later than six months after the publication of this instruction.

(5) Report inspection data on the MMx and provide the eMH complaint type report with MMx.

(6) Provide the PPV PM a copy of the completed COM Government Owned, Privatized, and Leased Inspection Checklist within one business day after COM inspection. Track and report completion to RPD monthly.

4. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the records disposition schedules located on the Department of the Navy Assistant for Administration, Directives and Records Management Division portal page at https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact the local records manager or the OPNAV Records Management Program (DNS-16).

5. Review and Effective Date. Per OPNAVINST 5215.17A, CNIC (N9) will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40, Review of Instruction. This instruction will be in effect for 10 years unless revised or cancelled in the interim and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.

6. Forms or Information Management Control. The Government Owned, Privatized, and Leased Inspection Checklist, can be found in eMH at https://www.emh.housing.navy.mil/, completed checklist will be uploaded to the eMH database. The MMx report can be found on the flank speed share point at https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/CNICHQ/n93?web=1&CT=1721832546567&OR=OWA-NT-Mail&CID=ba2a6985-49b1-0dac-8b99-10509fd20530, complete reports will be uploaded to share point under the assigned CNIC region.

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Releasability and distribution:
This instruction is cleared for public release and is available electronically only via CNIC SharePoint, https://flankspeed.sharepoint-mil.us/sites/CNICGlobalHub/directives/.

PRIVATIZED FAMILY HOUSING INSPECTION TYPES

1. Purpose. Navy HSCs are tasked with oversight of the PPV projects by conducting congressionally mandated inspections to ensure the health, safety and wellbeing of our Service Members and their families, per reference (a) through (k). The HSC is required to conduct and attend a variety of housing inspections as outlined in enclosure (2). The role of the HSC in the inspection will vary depending on the type of inspection.

2. Occupancy Inspections. Occupancy inspections are associated with moves into and out of PPV housing.

a. COM Inspection. The role of the HSC is to conduct 100 percent of COM inspections (also called "make ready" inspections) in coordination with the PPV PM per and complete the eMH generated Government Owned, Privatized, and Leased Inspection Checklist for the Navy's eMH record per reference (c). The purpose of these inspections is to perform oversight of housing standards, to approve the habitability of the home and ensure that it is ready for occupancy prior to a tenant being moved into the home.

b. Move-In Inspection. The role of the HSC is to attend a minimum of 10 percent of move-in inspections monthly, for authorized personnel as established by reference (f). This inspection is an assessment of the condition and cleanliness of a home offered after a COM, and provides oversight that the PPV PM is following the required process for all move-ins. Move-in inspections are not pass/fail inspections. The move-in inspection, also known as assignment/check-in inspection, is a required inspection between the PPV PM and tenant before the home is occupied. Per reference (b), tenants have the right to prepare and be present for a move-in inspection. The HSC inspector, the PPV PM and tenants walk through the home to document the condition of the elements of the home prior to move-in.

c. Pre-Termination Inspection. The role of the HSC is oversight for this inspection when attendance is requested by authorized personnel or the PPV PM. The HSC inspector (if requested) will walk through the home with the PPV PM and tenant to document the differences in condition of the elements of the home from the initial move-in inspection and assist the tenant in understanding required repairs or cleaning to be completed prior to move out to mitigate possible charges for damages.

d. Move-Out Inspection. The role of the HSC is to attend 100 percent move-out inspections for authorized personnel, provide oversight and complete the eMH generated Government Owned, Privatized, and Leased Inspection Checklist for the Navy's eMH record per reference (c). During a move-out inspection, also known as termination/check-out inspection, the HSC inspector, PPV PM and tenant walk through the home to document the differences in condition of the elements of the home from move-in to move-out.

3. PPV Oversight Inspections. Oversight inspections are conducted by the HSC to provide oversight of the PPV PM and PPV housing project.

a. Work Order Inspection. The role of the HSC is to conduct this inspection. The inspection occurs when the HSC offers authorized personnel to conduct an inspection of the item repaired. The HSC inspector's observations will be documented in the eMH Family Housing Module (FHM) inspection component as a resident requested inspection.

b. Environmental, Health and Safety (EHS) Work Order Inspection. The role of the HSC is to conduct this inspection. When the HSC inspector conducts an inspection of an EHS repair, it must be documented as a complaint in the eMH FHM complaints component. The HSC must offer to conduct 100 percent of authorized personnel EHS issue resolution inspections and document in the complaint action log if the tenant does not desire to have the inspection. The HSC inspector observations and work order number will be documented in the eMH FHM inspection component as an EHS inspection.

c. Neighborhood Inspections. Neighborhood inspections are an important part of HSC's oversight of the PPV business agreement as these inspections provide first-hand knowledge of how the project is managed.

(1) Neighborhood/Facility Inspection. The role of the HSC is to conduct this inspection, monthly. The HSC inspector conducts an inspection to perform oversight of community maintenance in every PPV neighborhood at a location that is not a housing unit with an address. This includes touring through neighborhoods, playgrounds, and other common areas. The inspection will be tracked in eMH FHM using the scheduler and the HSC inspector observations in the inspection component using the event type neighborhood/facility.

(2) Exterior and Grounds Inspection. The role of the HSC is to conduct these inspections, monthly. The HSC inspectors conduct an inspection to perform oversight of home exterior and grounds maintenance, and tenant compliance. This inspection can be completed during the neighborhood/facility inspection. The inspection will be tracked in eMH FHM using the scheduler and the HSC inspector observations will be recorded in the inspection component using the event type exterior/grounds.

4. Complaint Inspections. The role of the HSC is to conduct this inspection. The HSC inspector will conduct these inspections to assist in the resolution of complaints and ensure the safety of displaced families. The HSC inspector must document these inspections in the eMH FHM complaints component under the inspection tab.

a. Informal Dispute Resolution Inspection. The role of the HSC is to conduct this inspection. The HSC inspector conducts an inspection due to a complaint, by either the tenant or PPV PM, related to the living conditions or the physical condition of the home. An issue resolution inspection is used to document the complaint per reference (f).

b. Formal Dispute Resolution Inspection. The role of the HSC is to conduct this inspection. If a formal dispute is related to current living conditions or the physical condition of the home, the HSC must conduct an inspection per reference (e).

c. Displacement Inspection. The role of the HSC is to conduct this inspection. The HSC inspector must conduct a displacement inspection of temporary lodging for 100 percent of requests by authorized personnel, when they are displaced from PPV family housing. Temporary lodging includes PPV guest suites, Department of Defense (DOD) guest houses, DOD lodging, commercial hotels or community short term rentals.

CONDUCTING AND TRACKING PRIVATIZED FAMILY HOUSING INSPECTIONS

1. Purpose. HSCs will use the standardized inspections process to verify PPV homes offered to and occupied by authorized personnel are habitable, clean, and well-maintained, per references (a) through (j). Inspections are a review of preventive maintenance performed by the PPV PM, provide a third-party observation, and are a continuous quality monitoring tool.

2. COM Inspection Requirements. The HSC must provide oversight of 100 percent of COMs in PPV family housing. The PPV PM is responsible for providing tenants with safe, clean, and habitable housing. The HSC is required to conduct a COM inspection to ensure the habitability of all PPV homes prior to each unit being available for occupancy. A COM includes regular change over maintenance including preventative maintenance, confirmation of health and safety requirements and completion of outstanding work orders.

a. General COM Requirements. The HSC cannot approve of the habitability of a home if it does not meet the established minimum standards per enclosure (3) in the following areas:

(1) Home Condition. PPV COM homes will be habitable and in good repair. All maintenance must be completed prior to conducting a COM inspection as indicated by no open work orders or the COM is indicated as complete in the PPV PM property management/maintenance system. Open carve-out work orders will be permitted if they do not affect the home's habitability and will be designated in the PPV PM's property management/maintenance system.

(2) Health and Safety Requirements. COM homes will be inspected for and meet established health and safety requirements for change of occupancy, per enclosure (2) and per the project business agreements.

(3) Preventative Maintenance. The HSC should review the preventative maintenance work orders in the PPV PM's property management/maintenance system to ensure they have been completed prior to the COM inspection per the established annual schedule.

b. Scheduling COM Inspections. The HSC will establish business rules and processes for scheduling COM inspections.

(1) Inspections will be conducted by the HSC only after verification of all work orders, other than carve-outs, for the intended unit are complete using the PPV PM's property management/maintenance system. The HSC will work with the PPV PM to schedule COM inspections, considering the minimum timeframes prior to occupancy and the geographic areas of homes. To the maximum extent possible, COM inspections should be performed with the PPV maintenance staff present.

(2) All COM inspections will be scheduled and tracked in the eMH FHM scheduler as a change of occupancy inspection.

(3) Cancelled, rescheduled, or no-show COM inspection appointments will be documented in the eMH FHM scheduler using the appropriate category and comments to provide clarity to the circumstances of the instance. They will not be recorded as failed inspections.

c. Conducting COM Inspections. HSC inspectors will conduct COM inspections per the inspection standards in enclosure (3).

(1) Inspections will be conducted using the eMH generated Government Owned, Privatized, and Leased Inspection Checklist per reference (g) with an inspection type of change of occupancy.

(a) Inspectors will download the Government Owned, Privatized, and Leased Inspection Checklist from eMH to the CNIC approved electronic device prior to the inspection.

1. The checklist must be completed in full, electronically, on the inspector's CNIC approved electronic device in the field, if available. If the PPV PM is in attendance, findings and result of the inspection will be discussed at the conclusion of the inspection.

2. The electronically completed checklist must be uploaded to eMH no later than one business day after the COM inspection.

(b) When the electronic documentation is not available in the field during the inspection, the inspector will have a printed copy of the checklist with them and complete the hard copy checklist during the inspection. The electronic checklist will be completed upon return to the office and no later than one business day. Handwritten hard copies of the checklist will not be scanned and uploaded to eMH.

(c) The HSC will provide an electronic copy of the completed checklist to the PPV PM within one business day after the inspection.

(2) Prior to conducting the inspection, the HSC inspector will download the unit's most recent inspection checklists from the HSC and PPV PM's property management/maintenance system records and use it during the inspection for reference.

(3) Completed COM inspections will indicate whether the inspection is a:

(a) Pass. All items pass inspection. The inspection will not be recorded as a fail if checklist items are fixed during the inspection. Any items repaired by the PPV PM during the inspection and prior to the HSC inspector's departure will be considered a pass and not a pass with conditions. Component rating and condition code will reflect the repaired state of any

items; documentation of onsite repairs are required for any checklist item corrected and will be recorded in the comment field (including the unrepaired component rating and condition code). Items with normal wear and tear or cosmetic issue are considered a pass, however the condition of these items should be documented on the checklist.

(b) Pass with non-health and safety conditions. There are no outstanding EHS items. The inspection identified non-EHS items that require the PPV PM to generate a work order for repair.

1. The HSC will verify the PPV PM creates the appropriate work order(s) for any non-health and safety conditions found during the COM inspection prior to tenant move-in. Please note that the PPV may add these work orders to COM inspection with the property management/maintenance system. The HSC must verify completion of the work order(s) via phone, email or a review of the PPV PM's property management/maintenance system and notate the completion within the eMH inspection record. A reinspection will not be performed.

2. Any work orders generated from the COM inspection, not completed within one week after tenant move-in will be tracked on the MMx monthly, addressed at the weekly partnering meeting and elevated to the region and Business Agreement Manager (BAM).

(c) Fail. A failure of any one or more EHS items not repaired during the inspection. When an inspector fails an EHS item, they must continue to conduct the inspection and complete the full checklist. The HSC must reinspect the EHS item(s) in person, and it must pass the inspection prior to allowing occupancy of the home. The reinspection must be tracked as a reinspection in eMH, and all actions must be logged in the eMH inspection record. During reinspection, inspectors will only complete checklist items that pertain to the reinspection. The inspection will not be recorded as a fail if checklist items are fixed during the inspection. Comments are required for any checklist item corrected on-site during the inspection and prior to HSC inspector departure.

d. Tracking and Recording COM Inspections. After the inspection is conducted, the inspector must electronically sign the inspection checklist and upload the electronically completed .pdf checklist into the eMH FHM inspection component to ensure data and report accuracy, within one business day. Only the HSC inspector is required to sign the inspection checklist.

(1) Uploaded pen and ink forms do not provide the data required to monitor unit EHS conditions. Do not scan hardcopies of the eMH Government Owned, Privatized, and Leased Inspection Checklist.

(2) The HSC must provide the PPV PM with a copy of the COM inspection checklist within one business day after the inspection. This can be via hardcopy or electronically. Track the date sent in the inspection comment field in eMH.

(3) The HSC will provide the new tenant with a copy of the inspection detail no later than three business days after the tenant move-in. The inspection detail is generated in the eMH FHM inspection component by choosing the completed inspection and clicking view details. The names of individual inspectors will not be provided. This can be provided via hardcopy or electronically. Track the date sent in the eMH FHM scheduler notes section.

e. COM Inspection Result Disputes. Disputes can arise about the results of a COM inspection; these disputes will be initiated by the PPV PM. The PPV PM must submit a written dispute to the IPD by hardcopy or electronically, outlining their specific concerns and referencing the relevant inspection checklist items. Additionally, the PPV PM will provide the IPD supporting evidence, such as photos and repair documentation.

(1) All inspection disputes will be tracked in the inspection comment field for that COM inspection.

(2) The IPD will attempt to resolve inspection disputes using the issue resolution process per reference (f), first at the HSC level. Disputes will be resolved within two business days at the HSC level or escalated to the ICO or Housing Authority for ultimate decision authority.

(3) In the event an inspection result is changed, the inspection result will be updated in eMH and written documentation from the discussion will be uploaded to the inspection documents. A new inspection checklist will not be created.

3. Move-In Inspection Requirements. The HSC is tasked with providing oversight of move-ins to PPV family housing and will attend a minimum of 10 percent of move-in inspections for authorized personnel only. Additionally, the HSC must attend a move-in inspection if requested to do so by authorized personnel. The HSC will ensure move-in inspections are conducted in a fair and consistent manner. Move-in inspections are not pass/fail inspections.

a. General Move-In Inspection Requirements. The HSC inspector will document the move-in inspection requirements of the MMx and upload this documentation to the eMH FHM inspections component. When the HSC inspection identifies EHS issue during this inspection the PPV PM will not move in the tenant per reference (c).

(1) The HSC will observe that the PPV PM is following their required process for all move-ins and ensure the PPV PM is using the approved and comprehensive checklists from the Navy approved Universal Lease for the installation, per reference (b), when conducting inspections. The checklists must be completed in full, and the tenant must receive a copy of the completed PPV PM inspection checklist. The HSC must receive a hard copy or electronic copy of all move-in checklists from the PPV PM or have access to the PPV PM's property management/maintenance system to view move-in inspection results.

(2) For all move-in inspections attended by the HSC, they will provide the prospective tenant with the inspection details of the most recent COM inspection for that unit. The inspection detail is generated in the eMH FHM inspection component by choosing the completed inspection and clicking view details. The names and signatures of individual inspectors will not be provided. Document the date sent in the eMH FHM scheduler.

(3) Every effort will be made to ensure an HSC advocate is present for move-in inspections. The Service Member may request a member of their command attend. Per reference (c), if the prospective tenant is not able to be present for the inspection, an official of the HSC may be designated by the prospective tenant to conduct the inspection on the tenant's behalf.

(4) After moving in, the tenant will have an opportunity to make any amendments or changes to the move-in checklist within five business days per the Universal Lease, references (b) and (c).

b. Scheduling Move-In Inspections

(1) All HSC attended move-in inspections will be tracked in the eMH FHM scheduler as an assignment/check-in inspection.

(2) If it is necessary to reschedule or cancel a move-in inspection, the HSC inspector will choose the appropriate drop down from the menu.

c. Conducting Move-In Inspections. The move-in inspection is a mutual inspection of the home and surrounding property by the PPV PM, the prospective tenant and the HSC (when attending) prior to occupancy. The HSC will perform the following:

(1) The HSC inspector will clearly identify themselves and their role to the prospective tenant at the outset of the inspection.

(2) The HSC inspector will review the most recent inspection checklist from eMH and from the PPV PM property management/maintenance system for the home.

(3) The HSC inspector will ensure the PPV PM completes the move-in inspection checklist from the Universal Lease with the tenant, noting the condition of the home and surrounding property, per references (b) and (c).

(a) The tenant and the HSC will receive a completed hardcopy or electronic copy of the inspection checklist. The HSC will also obtain the completed checklist through the PPV PM's property management/maintenance system.

(b) The tenant, PPV PM and HSC inspector are encouraged to take photos of any items that may require a work order, cleaning or repairs. All photos taken by the HSC inspector will be uploaded to the eMH FHM inspection component.

(4) The HSC inspector will document the move-in inspection requirements of the MMx and upload this documentation to the eMH FHM inspections component.

(5) The HSC inspector will observe the PPV PM explaining tenant responsibilities. These may include checking and replacing smoke detector batteries; replacing heating, ventilation and air conditioning filters; clearing outdoor areas of debris; the locations of the main water shut-off valve, electrical panel, and gas shut-off valve inside the home (if applicable); maintaining a clean and orderly home; and promptly reporting maintenance.

(6) The HSC inspector will observe the PPV PM demonstrating the operation of all appliances, thermostat settings, breakers, fuse boxes and other devices in the home.

d. Tracking and Recording Move-In Inspections. After the inspection is conducted, the HSC inspector will upload all inspection notes in the eMH FHM inspections component, within one business day.

(1) Move-in inspections are not pass/fail inspections.

(2) The HSC must obtain a copy of the PPV PM's inspection report and upload these files into the Person Record in eMH for record retention per reference (c). If the HSC does not observe a move-in inspection, the HSC is still required to obtain a copy of all inspection reports from the PPV PM or their property management/maintenance system and upload the file to the eMH person record for record retention.

4. Move-Out Inspection Oversight Requirements. The HSC must attend 100 percent of move-out inspections of authorized personnel to provide oversight of move-out inspections of PPV housing per reference (c). Move-out inspections are not pass/fail inspections.

a. General Move-Out Inspection Requirements. The HSC inspector will use the eMH generated Government Owned, Privatized, and Leased Inspection Checklist per reference (g) with an inspection type of termination/check-out for Navy's eMH record keeping. The HSC will ensure move-out inspections are conducted in a fair and consistent manner.

(1) An HSC inspector must attend 100 percent of move-out inspections for authorized personnel. The Service Member may request to have a member of their command attend as well. If the tenant is not able to be present for the inspection, an official of the HSC may be designated by the tenant to conduct the inspection on the tenant's behalf.

(2) During the move-out inspection the HSC will reference the original move-in checklist completed by the HSC and the checklist completed by the PPV PM, to compare pre-existing conditions for assessment of damages.

b. Scheduling Move-Out Inspections

(1) All HSC attended move-out inspections will be tracked in the eMH FHM scheduler as a termination/check-out inspection. If the HSC cannot attend an after-hours (evening, weekend or holiday) move-out inspection with the tenant, then the HSC will coordinate with the PPV PM to inspect the home separately on the next business day.

(2) If it is necessary to reschedule or cancel a move-out inspection, the HSC inspector will choose the appropriate drop down from the inspection status menu.

c. Conducting Move-Out Inspections. The move-out inspection will be conducted concurrently by the PPV PM, HSC and the tenant, after the home is vacated, to assess the condition and cleanliness of the home. All move-out inspections will be attended by the HSC, ensuring that 100 percent of these assessments are completed.

(1) The HSC inspector will clearly identify themselves as a Navy HSC inspector and their role as an advocate to the tenant at the outset of the inspection, will review the PPV PM move-out checklist with the PPV PM and/or the tenant and will be available to answer any questions.

(2) The HSC inspector will observe the PPV PM completing the checklist from the Universal Lease with the tenant. The PPV PM should be noting the condition of the home and surrounding property by deploying the same tools and techniques used during the move-in inspection.

(3) The HSC inspector will fully complete the Government Owned, Privatized, and Leased Inspection Checklist with an inspection type of termination/check-out generated by eMH. If a pre-termination inspection was performed, the move-out inspection checklist will reflect the status of items noted for cleaning or repair.

(4) The HSC inspector will observe the PPV PM providing the tenant with a list of charges or cost estimates for any damages, cleaning or repairs noted in the checklist. The HSC will request that the PPV PM provide any disputes regarding cleaning or repair requirements to the HSC within one business day for them to assist with a speedy issue resolution, when possible.

d. Tracking and Recording Move-Out Inspections. After the inspection is conducted, the inspector must electronically sign the inspection checklist and upload the electronically completed .pdf form into eMH to ensure data and report accuracy, within one business day.

(1) Move-out inspections are not pass/fail inspections, the HSC will not complete the "overall unit inspection results" section of the checklist. Only the HSC inspector is required to sign the inspection checklist.

(2) The HSC must obtain a copy of the PPV PM's inspection report from the PPV PM or their property management/maintenance system and upload these files in eMH within one business day for record retention per reference (c).

(3) Do not scan hardcopies of the eMH move-out checklist. Uploaded pen and ink forms do not provide the data required to monitor unit EHS conditions.

5. Work Order Inspection

a. General Work Order Inspection Requirements. As part of the oversight process, the HSC reviews and queries the PPV work order system to randomly select 10 percent of all open and closed work orders to review. Work order inspections take place during any point of the work order and maintenance process to perform oversight of the PPV company. The HSC is required to make an offer to the tenant to conduct a work order inspection for all reviewed work orders. A tenant may also request the Navy HSC conduct a work order inspection at any time. The inspector documents the state of the unit during the inspection, only as it pertains to the work order.

b. Scheduling Work Order Inspections. When a tenant requests or agrees to the inspection, the HSC will schedule to conduct an inspection with the tenant. The HSC will notify the PPV PM of the inspection, but only the tenant can invite the PPV company to attend.

c. Conducting Work Order Inspections. The HSC will document the physical condition of the unit using the eMH Government Owned, Privatized, and Leased Inspection Checklist and only complete the sections that pertain to the work order. The HSC is not expected to determine the quality of the maintenance or repairs performed by the PPV company or contractor. If the inspection is conducted after the maintenance and repairs are completed, the HSC will include in their inspection whether the item or component appears to be operating as intended (per the inspection checklist and the inspection standards in enclosure (3) of this instruction).

d. Tracking and Recording Work Order Inspections. Work order inspections will be tracked in eMH FHM using the scheduler and in the inspection component with an inspection type of resident requested. Only complete the sections of the checklist that pertain to the work order. After the inspection is conducted, the inspector must electronically sign the inspection checklist and upload the electronically completed .pdf form into eMH to ensure data and report accuracy, within one business day. Any photographs taken will also be uploaded into the inspection record.

(1) Work order inspections are not pass/fail inspection, the HSC will not complete the "overall unit inspection results" section of the checklist. Only the HSC inspector is required to sign the inspection checklist.

(2) Do not scan hardcopies of the eMH Government Owned, Privatized, and Leased Inspection Checklist. Uploaded pen and ink forms do not provide the data required to monitor units EHS conditions.

6. EHS Work Order Inspection

a. General EHS Work Order Inspection Requirements. As part of the oversight process, the HSC is required to offer an inspection of 100 percent of EHS work orders for authorized personnel. EHS work order inspection will occur when the PPV PM notifies the HSC, when EHS work orders are found during the HSC's work order oversight review or by tenant request. A tenant may request the Navy HSC conduct an EHS work order inspection at any time. The inspector will document the state of the unit during the inspection, only as it pertains to the EHS work order.

b. Scheduling Work Order Inspections. When the PPV PM notifies the HSC of an EHS work order inspection, or when a tenant requests the inspection, the HSC will schedule an inspection with the tenant using the eMH scheduler with an event type of EHS inspection. For EHS inspections requested by the tenant or found during the work order oversight review, the HSC will notify the PPV PM of the inspection, but only the tenant can invite the PPV company to attend.

c. Conducting Work Order Inspections. The HSC will document the physical condition of the unit using the eMH generated Government Owned, Privatized, and Leased Inspection Checklist and only complete the sections that pertain to the EHS work order. The HSC is not expected to determine the quality of the maintenance or repairs performed by the PPV company or contractor. If the inspection is conducted after the maintenance and repairs are completed, the HSC will include in their inspection whether the item or component appears to be operating as intended (per the inspection checklist and the inspection standards in enclosure (3) of this instruction).

d. Tracking and Recording Work Order Inspections. EHS work order inspections will be tracked in eMH FHM using the scheduler with the event type of EHS inspection and in the complaints component with an event type of work order. Only complete the sections of the checklist that pertain to the work order. After the inspection is conducted, the inspector must electronically sign the inspection checklist and upload the electronically completed .pdf form into eMH to ensure data and report accuracy, within one business day. Any photographs taken will also be uploaded into the inspection record.

(1) EHS work order inspections are not pass/fail inspection, the HSC will not complete the "overall unit inspection results" section of the checklist. Only the HSC inspector is required to sign the inspection checklist.

(2) Do not scan hardcopies of the eMH checklist. Uploaded pen and ink forms do not provide the data required to monitor unit EHS conditions.

(3) When a tenant does not desire to have an EHS work order inspection, the HSC will document the denial in the complaint action log and in scheduler with an event type of no inspection- tenant declined.

(4) The HSC will document in the complaint action log if the inspection was initiated by the tenant, the PPV PM or during the work order oversight review.

(5) Once the inspection is complete, the complaint may be closed.

7. Neighborhood Inspection

a. General Neighborhood Inspection Requirements. The HSC will conduct community inspections, also known as neighborhood drive-through or walk-through inspections no less than monthly. Neighborhood inspections are an important part of HSC's oversight of the PPV business agreement as these inspections provide first-hand knowledge of how the project is managed. Findings for these inspections will be tracked in the eMH FHM inspection component and in the monthly MMx.

b. Scheduling Neighborhood Inspections. Unlike other types of inspections, neighborhood inspections can be scheduled in a way that best fits the inspectors' schedule, as the PPV PM is not present for these inspections. All PPV neighborhood inspections will be scheduled and tracked in the eMH FHM scheduler.

c. Conducting Neighborhood Inspections. The neighborhood inspection is a visual inspection. HSC inspectors will not use the eMH generated Government Owned, Privatized, and Leased Inspection Checklist with inspection type of "neighborhood/facility inspection" and "exterior/grounds inspection." Inspectors will record notes about all issues or concerns and upload these notes in the inspection as a document. These inspections are not pass/fail.

(1) Neighborhood/Facility Inspection. The HSC must ensure the PPV PM provides clean and safe areas for tenants. All communal spaces (streets and sidewalks, picnic areas, playground, sporting areas, community centers, etc.) will be included in the monthly inspection, areas should be free of obstacles and in good repair. Community centers with pools, that are managed by the PPV PM, will follow the requirements in the individual PPV business agreements for maintenance and repairs.

(2) Exterior and Grounds Inspection

(a) Tenant Compliance Oversight. The HSC inspector will conduct neighborhood inspections to assess the PPV PM enforcement of local policies and requirements that are identified in the tenant lease and handbook.

(b) Exterior Maintenance Oversight. Neighborhood inspections also include inspecting the exterior maintenance of the units. The HSC should be aware of any upcoming improvement projects; however, these projects do not exempt the PPV PM from taking care of the units.

(c) Grounds Maintenance Oversight. Neighborhood inspections also include inspecting the grounds maintenance of the homes and surrounding area.

d. Tracking and Recording Neighborhood Inspections. Neighborhood inspections will be tracked in eMH FHM using the scheduler and in the inspection component. Community space maintenance inspections will be tracked using the event type neighborhood/facility. Exterior and grounds maintenance and tenant compliance inspections will be tracked using the event type exterior/grounds.

(1) After the inspection is conducted, the inspector must upload their inspection notes in the inspection component as a document, within one business day. Findings will also be tracked in the monthly MMx.

(2) After the inspection is completed, the PPV PM must be notified by the HSC of any findings. Any reoccurring issues will be discussed with the PPV PM during the regularly scheduled meetings with the IPD.

(3) Any EHS concerns found during a neighborhood inspection will be immediately reported to the PPV PM and ICO, on the same day.

8. Complaint Inspections

a. General Complaint Inspection Requirements. Complaint inspections take place during the issue resolution process per reference (f), to document the state of the unit, only as it pertains to the complaint. The HSC is required to offer and conduct a complaint inspection for all property conditions and EHS complaints within lease terms for authorized personnel.

b. Scheduling Complaint Inspections. When a complaint inspection is required, the HSC will obtain tenant permission and notify all parties deemed necessary that an inspection be conducted as part of the issue resolution process. This includes the complainant or their designee, the PPV PM and other parties as appropriate.

c. Conducting Complaint Inspections. The HSC will document the physical condition of the property using the eMH Government Owned, Privatized, and Leased Inspection Checklist and only complete the sections that pertain to the complaint. In the case of EHS concerns, the HSC will perform a re-inspection following PPV PM work order completion.

d. Tracking and Recording Complaint Inspections. All HSC actions will be documented in the eMH complaint action log, including if the tenant denies the complaint inspection. When a tenant denies a complaint inspection, the HSC will document the denial in the complaint action log and in eMH scheduler with an event type of no inspection- tenant declined. Additionally, the inspection checklist and any photographs taken will be uploaded to the inspection tab in the eMH FHM complaints component.

9. Displacement Inspection Requirements. The HSC will perform 100 percent of displacement inspections of temporary lodging when requested by authorized personnel, when they are displaced from PPV family housing. The PPV PM is responsible for providing tenants with safe and habitable temporary lodging that meets the requirements of the tenant lease and reference (j). However, HSC displacement inspections will focus on inspecting the item(s) the tenant reports as a concern.

a. General Displacement Inspection Requirements. Displacement inspections will be conducted for all types of temporary lodging. Temporary lodging includes PPV PM guest suites, DOD guest houses, DOD lodging, commercial hotels and community short term rentals.

b. Scheduling Displacement Inspections. The HSC will conduct a displacement inspection at the request of authorized personnel when they are temporarily displaced from PPV family housing. The HSC will schedule a displacement inspection within 48 hours of the request by authorized personnel in the eMH FHM complaint component inspection tab with an event type of resident requested inspection.

c. Conducting Displacement Inspection. The HSC will document the condition of the complaint item using the eMH generated Government Owned, Privatized, and Leased Inspection Checklist and only complete the sections that pertain to the complaint. If temporary lodging is deemed unhabitable by the HSC inspector, the IPD will contact the PPV PM to arrange the tenant's move to safe and habitable temporary lodging.

d. Tracking and Recording Displacement Inspections. All HSC actions will be documented in the eMH FHM complaint component action log, under the complaint created for the PPV home from which the tenant is displaced. The eMH generated Government Owned, Privatized, and Leased Inspection Checklist and any photographs taken will be uploaded to the inspection tab in the eMH FHM complaint component.

10. Tracking and Reporting Missed Inspections. All inspections will be documented in eMH

even if the inspection is cancelled, rescheduled or HSC staff not able to attend. Inspections that are cancelled, rescheduled or not attended by the HSC will not be recorded as a failed inspection.

a. Tracking Missed Inspections in eMH. When tracking missed inspections in eMH scheduler, the correct event type must be documented as defined below:

(1) Cancelled. Inspection cancelled prior to assigned time by the HSC or PPV PM.

(2) Rescheduled. Inspection is rescheduled for any reason.

(3) No Inspection – Staffing. The PPV PM schedules an inspection that the Navy cannot attend due to lack of Navy staffing. This should only be used for required inspections that cannot be rescheduled.

(4) No Inspection – Holiday. The PPV PM schedules and conducts an inspection on a Federal Holiday when the Navy HSC is not working. This event type will not be used for COM inspections, as they must be rescheduled.

(5) No Inspection – After Hours/Weekend. The PPV PM schedules and conducts an inspection outside of regular HSC working hours. This event type will not be used for COM inspections, as they must be rescheduled.

(6) No Inspection – HSC Not Notified. The HSC was not provided with the opportunity to attend or conduct the inspection because they were not notified ahead of time by the PPV PM or the tenant.

(7) No Inspection – Tenant Declined. The tenant declines an HSC workorder or complaint inspection.

(8) No Inspection – Tenant No Show. The Navy has a scheduled inspection with the tenant and the inspection could not take place because the tenant did not show up.

(9) No Inspection – PPV No Show. The Navy has a scheduled inspection with the PPV PM and the inspection could not take place because the PPV representative did not show up.

(10) No Inspection – Home Not Ready. An inspection is scheduled with the PPV PM and it cannot be conducted because the home is not ready.

(11) No Inspection – Tenant Cancelled. The Navy has scheduled an inspection with the tenant and the tenant cancels the inspection.

b. Reporting Missed Inspection Data in the MMx. In addition to eMH, the following inspection data will be reported on the monthly MMx:

(1) Total number of inspections by type.

(2) Number of inspections completed and any missed inspections.

(3) Any missed inspections will include the reason, use the eMH scheduler event type as the reason.

PRIVATIZED FAMILY HOUSING INSPECTION STANDARDS

1. Background. The Navy Housing program mission is to deliver well-maintained housing and amenities free from health, safety, and habitability concerns. The eMH Government Owned, Privatized, and Leased Inspection Checklist is the tool used to meet this requirement. This checklist was created by a joint-Service working group and has been approved by the Office of the Secretary of Defense.

a. HSC inspectors must evaluate homes using the congressionally mandated standardized eMH Government Owned, Privatized, and Leased Inspection Checklist. This checklist focuses on habitability, functionality, and basic safety. Inspectors will adhere to policy and use approved job aids to ensure their inspections are consistent and accurate. While certification for code compliance inspections is not required, inspectors should possess sufficient knowledge to identify key safety issues along with state and local requirements and accurately report any concerns.

b. The inspection standards in this enclosure were developed using the National Fire Protection Association (NFPA) 101 Life Safety Code, International Residential Code (IRC), the American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) codes, the National Electric Code, the International Plumbing Code and do not require advanced technical expertise or training outside of the inspector training requirements in enclosure (4).

c. Inspectors will note that, while historic homes are encouraged to meet all national, state and local building codes for safety and accessibility, unrenovated historic homes are often granted exemptions or alternative compliance paths to preserve their historic character and architectural integrity.

2. Inspector Limitations. HSC inspectors are not certified or licensed code inspectors or compliance officials, nor are they expected to be licensed environmental assessors. Inspectors will not move tenants' personal property, use tools to open components, or do anything that may, as determined by the IPD, be unsafe or dangerous to inspectors or others, or damage property.

a. An HSC inspector will not:

(1) Inspect any system or component that is not included in the Government Owned, Privatized, and Leased Inspection Checklist or do not affect the safety or habitability of the home.

(2) Identify concealed or latent defects.

(3) Deal with aesthetic concerns, or what could be deemed matters of taste, cosmetic defects, etc.

(4) Determine the market value of the property or its marketability.

(5) Determine the life expectancy of any components or systems therein.

(6) Move any personal items or other obstructions, such as, but not limited to throw rugs, carpeting, wall coverings, furniture, ceiling tiles, window coverings, equipment, plants, ice, debris, snow, water, dirt, pets, or anything else that might restrict the visual inspection.

(7) Take apart or remove any system or component or ask the PPV PM to do so, apart from accessing the Heating, Ventilation, and Air Conditioning (HVAC) filter.

(8) Enter or access any area that may, in the inspector's opinion, be unsafe.

(9) Enter crawl spaces or other areas that may be unsafe or not readily accessible.

(10) Inspect underground items, such as, but not limited to lawn-irrigation systems.

(11) Inspect decorative items.

(12) Inspect intercoms, speaker systems or security systems.

(13) Offer guarantees or warranties.

(14) Offer or perform any repairs or engineering services.

(15) Perform or offer certified assessments or environmental audits.

b. The HSC inspector will not determine:

(1) The condition of any component or system that is not readily accessible.

(2) The size, capacity, British Thermal Unit capacity, performance or efficiency of any component or system.

(3) The cause or reason of any condition.

(4) The cause for the need for correction, repair or replacement of any system or component.

(5) Future conditions.

(6) The existence of electromagnetic fields.

(7) Any manufacturer recalls.

(8) Estimates of the cost to operate any given system.

c. The HSC inspector is not required to operate:

(1) Any system that is shut down.

(2) Any system that does not function properly.

(3) Any system that does not turn-on with the use of normal operating controls.

(4) Any shut-off valves or manual stop valves.

(5) Any electrical disconnect or over-current protection devices.

(6) Any security systems.

(7) Any evaluation of low-voltage electrical systems, such as, but not limited to phone lines, cable lines, satellite dishes, antennae, or remote controls.

3. Inspector Tool Kit Standards. HSC inspectors will be provided with the necessary tools when conducting inspections. Installations will establish local policy on the procurement, care, and physical inventory of inspector tool kits. The RPD will provide funding for the HSC inspector tool kits as defined in Table 3-1 Approved Inspector Tool Kit list, for each individual inspector and provide replacement tool kit items as needed and per manufacturer guidelines. Inspectors will not use items outside of the officially provided tool kit, nor will they use tools to measure items that are not required to be measured, such as water pressure readings, moisture readings, gas readings, etc.

Tool	Function
Sturdy Bag, Backpack, Case or Vest	Keeps all tools together
Digital Thermometer & Pinless Hygrometer	Measures air temperatures and relative humidity
Infrared Temperature Sensor Gun	Measures temperature changes in HVAC and appliances
Submersible Thermometer	Tests for hot water temperature
Carbon Monoxide Detector Test Spray	Test detectors are in working order
Flashlight	Provide additional light as needed
Electrical receptacle tester	Test electrical outlets for power and ground fault circuit interrupter (GFCI) circuits
Tape Measure (Digital or Analog)	Measures area or item (e.g., holes or area with potential mold)
Telescoping Mirror with Light	Looks behind appliances, such as refrigerators, washers, dryers and heavy furniture
Telescoping pole	Test smoke alarms/detector without the use of a ladder
Mini Desk Calculator	Calculating egress requirements
Safety Glasses	Personal protection
Face or Dust Mask	Personal protection
Disposable Gloves	Personal protection
Disposable Shoe Covers	Property protection
Navy Marine Corps Intranet (NMCI) Tablet	Documenting inspection findings and taking photos
Pen or Pencil	Notes for inspection findings
Clip board	For documenting inspection findings when an NMCI tablet is not available or functional
Tissues	Tests exhaust fan operability
One Liter Tumbler	Water pressure test

Table 3-1: Approved Inspector Tool Kit List

4. Component Standards. The following topics may be included in the Government Owned, Privatized, and Leased Housing Inspection Checklist, depending on housing inspection type. To ensure standardization and consistency, it is critical to understand each topic and the appropriate reporting requirements. Normal wear and tear refers to the gradual deterioration of a property due to everyday use, including minor scuffs on walls, faded, peeling or cracked paint, worn carpet, loose doorknobs, small nail holes from hanging pictures, minor cracks in the walls, doors sticking, loose grouting and bathroom tiles, and slightly worn appliance features, which are considered unavoidable. Alternatively, water intrusion that affects structural components, including drywall, ceilings and carpeting, where failure to completely dry within 24 hours may cause conditions for potential mold growth which is considered an EHS issue. Components with cosmetic issues or normal wear and tear, will constitute as a pass. Components with EHS issues will fail the inspection. Examples of inspection rating results are provided in Tables 3-2 through 3-28. Additionally, historic homes may have numerous components or systems that are not included on the checklist that HSC inspectors will still need to inspect. HSCs will work directly with the PPV PM to ensure these components or systems are in working order and undergo professional third-party assessment when necessary.

a. Appliances. Inspectors will inspect all appliances to identify any visible and potentially dangerous safety problems or leaks. These problems may cause damage to the unit, and more importantly, pose a safety risk to tenants. There is a difference between adequate and top-of-the-line appliances. All appliances with service connections, such as electric, water, or gas, will be inspected when possible. Appliances are required to be installed per manufacturer guidance, if needed, appliance manuals are available from the PPV PM. When inspecting appliances make sure all components are in working order.

(1) Refrigerators. Open and close refrigerator doors to ensure they operate properly. Using a digital or analog thermometer check that the refrigerator section can maintain a temperature between 41 degrees Fahrenheit and 33 degrees Fahrenheit. The freezer section must be capable of maintaining a temperature of zero degrees Fahrenheit. Check for leaks, especially any water connections for ice or drinking water. Check the visible portions of the drip pan and all interior components to ensure they are complete and undamaged. Unless specified by the manufacturer, a refrigerator does not need to be on a dedicated circuit.

Inspection Rating	Examples
Pass	Cosmetic issues, normal wear and tear or any other condition that does not affect the functionality of the refrigerator or freezer.
Pass with Non-EHS Conditions	Damaged or missing components in the refrigerator or freezer (i.e. missing shelves) that do not impede the use of the appliance but will need to be repaired or replaced, minor leaks without any noticeable material damage.
Fail	Refrigerator or freezer doors do not close to create a proper seal to allow for temperature retention; refrigerator or freezer section does not maintain proper temperature.

Table 3-2: Inspection Rating – Refrigerators

(2) Ranges/Stoves/Oven. All manufacturer instructions for freestanding stoves/ranges require the installation of anti-tip brackets or appropriate wall anchors. Gas models must be vented and require a minimum of 6 inches offset from any side wall. Cooktops have a recommended clear area of 6 inches to 9 inches on either side for placement of objects, etc. Per IRC G2447.5 (623.7) there is a minimum distance of 30 inches clearance from the top of the cooking surface to the underside of cabinets or any other potentially combustible material. A minimum of 24 inches is permitted where one of the following is installed:

(a) The underside of the combustible material or metal cabinet above the cooking top is protected with not less than ¼ inch insulting millboard covered with sheet metal not less than 0.0122 inch thick.

(b) A metal ventilating hood constructed of sheet metal not less than 0.0122 inch thick is installed above the cooking top with a clearance of not less than ¼ inch between the hood and the underside of the combustible material or metal cabinet. The hood shall have a width not less than the width of the appliance and shall be centered over the appliance.

(c) A listed cooking appliance or microwave oven is installed over a listed cooking appliance and in compliance with the terms of the manufacturer instructions for the installation for the upper appliance.

(d) Range Hoods. Must discharge to the outside through a single wall duct per IRC M1503.3 unless unit is a ventless range hood. Dampers on the outside will open freely. Filters will be clean and serviceable. All openings cut for the vent will be properly air sealed.

Inspection Rating	Examples
Pass	Cosmetic damage, normal wear and tear or any other condition that does not affect the functionality of the range/stove/oven.
Pass with Non-EHS Conditions	One burner is inoperable, damaged or missing components in the range/stove (i.e. missing oven racks) that do not impede the use of the appliance but will need to be repaired or replaced. The inoperable burner must be turned off and have no gas leaks. Damaged or missing components in the range hood (i.e. light bulb does not work) that do not impede the use of the appliance but will need to be repaired or replaced, missing or dirty filter.
Fail	No anti-tip device installed when required by manufacturer or anti-tip device is not in working condition, more than 1 burner is inoperable, oven does not heat, strong odor indicating possible gas leak, stove is not level. Range hood not properly vented and allows smoke to accumulate in kitchen, non-working fan.

Table 3-3: Inspection Rating – Range/Stoves/Oven

(3) Microwaves. If installed, it may be surface mounted or mounted under a cabinet. If under a cabinet, it will be secure. Must be on a dedicated 120v, 20-amp circuit per the National Electrical Code 210.23(A)(2).

Inspection Rating	Example
Pass	Cosmetic damage, normal wear and tear or any other condition that does not affect the functionality of the microwave.
Pass with Non-EHS Conditions	If nonfunctional the microwave should be removed, repaired or replaced at discretion of PPV PM.
Fail	When mounted over a stove: microwave is not securely fastened, or range vent is not functional.

Table 3-4: Inspection Rating – Microwaves

(4) Dishwasher. If installed, visually assess the dishwasher to ensure functionality. Ensure the dishwasher appears level and is stable. Visually look for any signs of water leaks.

Inspection Rating	Examples
Pass	Cosmetic damage, normal wear and tear or any other condition that does not affect the functionality of the dishwasher.
Pass with Non-EHS Conditions	Dishwasher does not operate, minor leaking without any noticeable material damage, not level, damaged or missing components (i.e. missing dishwasher rack) that do not impede the use of the appliance but will need to be repaired or replaced.
Fail	Interior of dishwasher has potential mold, excessive leaking when operating dishwasher.

Table 3-5: Inspection Rating - Dishwasher

(5) Washing Machine. If installed, visually assess the washing machine to ensure functionality. Check hose lines for leaks, wear and tear of the hoses. Visually look for any signs of leakage. Washers appear level and are stable. New models above the first floor will have a drip pan.

Inspection Rating	Example
Pass	Cosmetic damage, normal wear and tear or any other condition that does not affect the functionality of the washing machine.
Pass with Non-EHS Conditions	Washing machine does not operate, minor leaks without any noticeable material damage, not level.
Fail	Interior of washer has potential mold; excessive leaking when operating washing machine.

Table 3-6: Inspection Rating – Washing Machines

(6) Dryer and Dryer Vents. If installed, visually assess dryers to ensure functionality and there are no missing dryer vent slats. A typical dryer requires a dedicated 240v, 30 amp 4-wire circuit, or if gas powered, will typically require at least 120v, 15 – 20-amp power per manufacturer guidelines. The door will be secure when closed and the machine will be level and stable. Visually examine the dryer vent to ensure it is in good, working order and free from debris.

Inspection Rating	Examples
Pass	Cosmetic damage, normal wear and tear or any other condition that does not affect the venting.
Pass with Non-EHS Conditions	Dryer does not operate, not level.
Fail	Clogged dryer vent; a strong odor indicating possible gas leak.

Table 3-7: Inspection Rating - Dryers

b. Water and Plumbing Fixtures. The inspector will conduct a physical inspection of all sinks and faucets for the water quality in units with a potable water supply, checking for water clarity, odor, pressure and water temperature, in addition to plumbing fixture functionality.

(1) Water Quality. Check each faucet to verify tap water is clear and free of any visual discoloration, cloudiness or an oily film. Verify water is free of odor, a detectable smell either pleasant or unpleasant, may indicate the presence of contaminants or other substances that could affect the water's safety or acceptability.

Inspection Rating	Examples
Pass	Water is clear with no odor.
Pass with Non-EHS Conditions	N/A.
Fail	Water is not clear, it is dirty or has an odor.

Table 3-8: Inspection Rating – Water Quality

(2) Water Pressure. Approximate water pressure at all faucets, fixtures and appliances under "typical" conditions by:

(a) Examining water output from a single showerhead or faucet for visual evidence of reduced water pressure.

(b) Turn on each bathroom sink faucet, then flush the toilet. If the flow in the sink decreases noticeably, then there is likely a water pressure issue.

(c) If you can wet, lather and rinse your hands within 20 seconds, the water flow is likely sufficient.

(d) Note that water pressure must be assessed before water temperature for accurate results.

Inspection Rating	Examples
Pass	Water pressure appears normal.
Pass with Non-EHS Conditions	Some minor changes in water pressure when using 2 components; water pressure is uneven throughout the house.
Fail	Low or no water pressure.

Table 3-9: Inspection Rating – Water Pressure

(3) Water Temperature. Using digital or analog thermometer, check the maximum hot water temperature at the fixture closest to the water heater, at the kitchen faucets and at one bathtub.

(a) Let the water run until it reaches maximum temperature before testing. This is achieved when the temperature reading remains consistent for five to ten seconds.

(b) Do not mix hot and cold water for this test.

(c) Hot water must measure between 110- and 120-degrees Fahrenheit. A slight variance of no more than three degrees above 120 is acceptable to account for differences in tools used. Variance can occur due to factors like accuracy, resolution, technology, calibration, environmental factors, and proper usage. Choosing the right tool for the application and ensuring proper calibration and maintenance are crucial for obtaining reliable water temperature readings.

Inspection Rating	Examples
Pass	Water temperature measures between 110- and 120-degrees Fahrenheit (also allowing for 3-degree variance above 120).
Pass with Non-EHS Conditions	Hot water temperature feels too cold at taps that are not measured (but the water temp at kitchen sink and bathtub is within range).
Fail	Hot water temperature measures below 110; hot water temperature measures above 120 (and outside of the 3-degree variance).

Table 3-10: Inspection Rating – Water Temperature

(4) Plumbing Fixtures.

(a) Inspect the sink and faucets functionality. Examine the sink and ensure it is in good working condition and properly connected to hot and cold-water supplies and waste pipes. The faucet must be completely above the rim of the sink. In the bathroom sink, if a stopper is present, it must function properly. In the kitchen, if a garbage disposal is installed, test the component to ensure that it is in good working condition.

(b) Toilets must be in good working condition, affixed to the floor and properly connected to the water supply. Flush the toilet and check around the base, water supply connection and floor bolts for leaking. Verify the toilet feels stable and is not wobbling. If a toilet is wobbling it will require a work order but is not considered out of use.

(c) Caulking on tubs and showers must be a watertight joint from the walls and floor to the bathtub, shower or both. Caulking on the vanity will also have a watertight joint.

(d) The water heater unit must be separated from the habitable rooms and be free of obstructions, leaks and defects. If a gas water heater, verify a vent is present.

Inspection Rating	Examples
Pass	Cosmetic damage, normal wear and tear or discoloration on dry pipes/fittings/faucets, etc.
Pass with Non-EHS Conditions	Caulking issues; 1 toilet or shower is nonfunctioning and there are other toilets or showers available; garbage disposal is not functioning; minor leaks without any noticeable material damage.
Fail	No functioning showers or toilets; faucet is non-functioning at the kitchen sink; active leaks; garbage disposal is not working properly and poses a danger to operator (i.e. items lodged in the blades, does not turn off as expected); gas water heater installed without vent; water heater is not free of obstructions, leaks and defects; water heater is not installed per manufacturer guidelines.

Table 3-11: Inspection Rating – Plumbing Fixtures

c. Electrical. Inspectors will check various building systems for electrical hazards and properly functioning GFCI outlets.

(1) Electrical Hazards. Identify potential electrical hazards:

(a) Examine each outlet and face plate looking for signs of damage. This could include cracking, broken, scorched or missing switch or receptacle face plates, receptacles that have been painted over, loose outlets or use of a 3-prong plug in a 2-prong receptacle or an attempt to use a 2-prong outlet that has not been grounded or given GFCI protection. Using a commercial tester, test each outlet to ensure it is in working order.

(b) Examine the panel board for signs of damage or open ports. Verify the panel is properly labeled.

(c) Inspect and note any damaged, frayed or permanently installed extension cords, paying special attention to those that may be improperly installed in high traffic areas.

(d) Note any buzzing noise or unusual sounds from the electrical system, burning smells or overheating, dimming or flickering lights or any small shocks from switches, outlets or power points.

Inspection Rating	Examples
Pass	Cosmetic damage or normal wear and tear.
Pass with Non-EHS Conditions	Cracked or loose face plate; electrical panel is not labeled; non-working outlets.
Fail	Broken, scorched or missing switch or receptacle face plates or outlet; damaged electrical panel or open ports; buzzing noise or smell; small shocks coming from switches, outlets or power points.

Table 3-12: Inspection Rating – Electrical Hazards

(2) GFCI Outlets. GFCI circuits will be inspected by the HSC inspector wherever present. In older homes or those that have not been renovated, GFCI outlets may not be required, however this should be documented in the comments of the inspection checklist. Please consult with the BAM or the PPV PM for details regarding renovation.

(a) GFCIs are required in areas where the outlet is within six feet of a water source, for certain appliances, for all outdoor outlets and where specified by local code or manufacturer specifications.

(b) Testing GFCI Outlets with a commercial GFCI tester:

1. Plug a tester into each receptacle, just as you would plug in an appliance.

2. Two lights (of three) on the tester will go on, indicating the receptacle is correctly wired.

3. There will be a legend on the tester telling you what the lights mean.

4. Digital testers may have different indicators. Follow instructions for your individual tester.

5. If the lights do not come on, remove the tester and press the RESET button on the receptacle.

6. Insert tester again.

7. If the lights indicating correct wiring still do not come on, or show incorrect wiring, the improperly functioning GFCI outlet will be noted on the inspection form.

Inspection Rating	Examples
Pass	All GFCI outlets working, with no damage.
Pass with Non-EHS Conditions	N/A.
Fail	Missing or non-functioning GFCI outlets.

Table 3-13: Inspection Rating – GFCI Outlets

(3) Lighting fixtures must be installed properly, in good condition and connect to a source of electricity. Turn on all lighting fixtures to ensure functionality.

d. Window Fall Prevention. Window fall protection devices are required in military family housing units to prevent children from falling out per reference (a). Window fall protection device installation must be completed in all homes no later than 30 September 2025 per reference (d). Per reference (a), window fall prevention devices are required for operable windows where the top of the sill height is located less than 42 inches above the finished floor and the top of the sill height is located more than 72 inches above the finished grade below on the exterior side. Window fall prevention devices shall not violate light, ventilation, or emergency egress/rescue requirements. They are designed with release mechanisms to allow for emergency escape without the need for special tools or knowledge. Check all windows above 72 inches or with sills more than 6 feet above outside grade, for window opening control devices.

Inspection Rating	
Pass	All required devices are present and functional.
Pass with Non-EHS Conditions	N/A.
Fail	No devices present where required; required devices are nonfunctional.

Table 3-14: Inspection Rating – Window Fall Prevention

e. Window Treatments and Coverings. Per reference (h), check all window treatments and coverings to ensure they have cordless window coverings, or tension or hold-down devices on corded window coverings.

Inspection Rating	Examples
Pass	Cosmetic damage, normal wear and tear or any other condition that does not affect the functionality.
Pass with Non-EHS Conditions	Missing from one window.
Fail	Window covering is not cordless and does not have a tension or hold down device.

Table 3-15: Inspection Rating – Window Treatments and Coverings

f. Emergency Egress and Rescue Openings. Per IRC R310.1 and R310.1.1 basements, habitable attics and every sleeping room will have at least one operable emergency opening, the entry door from a hallway. These openings shall be operational from the inside of the room without the use of keys, tools or special knowledge.

(1) Ensure every home has at least one primary egress door.

(2) Ensure all habitable and sleeping rooms, including in basements and attics, shall have emergency egress and rescue openings.

(3) Ensure all emergency egress and rescue windows have a minimum opening area of 5.7 square feet.

(4) Ensure all emergency egress and rescue windows have a minimum opening width of 20 inches and a minimum opening height of 20 inches.

(5) Measure the windowsill height. If the opening is more than 44 inches above the floor, a ladder or stairs must be present.

(6) For below grade bedroom areas, an exterior window well, designed for proper drainage is required:

(a) The window opening must be at least five square feet.

(b) The area of the well must be at least 9 square feet, with a minimum of 36 inches from front to back and left to right.

(c) If bars, grills, covers, screens are present they must be readily disabled without any special tools, knowledge or training.

Inspection Rating	Examples
Pass	All windows and exits meet egress requirements.
Pass with Non-EHS Conditions	One window in bedroom is operational and meets egress requirements, the other windows are not operational and needs repair but does lock.
Fail	Window does not meet egress requirements.

Table 3-16: Inspection Rating – Emergency Egress and Rescue Openings

g. HVAC and Indoor Air Quality (IAQ). Regular HVAC and IAQ inspections are important to identify problems early and address potential inconsistencies in airflow that may adversely affect tenant quality of life. The IAQ is a result of the interaction between many factors: a building's location; seasonal climate; construction methods and materials; renovations; occupant activities; furnishings; etc. Inefficient HVAC systems have sometimes led to IAQ problems, such as potential mold growth and elevated or inadequate indoor humidity levels, that may become residential health hazards.

(1) Verify the condition and operability of all exhaust fans to include those present in the kitchen, laundry and bathrooms. Use a tissue and see if the fan holds it to the grill.

(2) Verify the operability of heating systems to include indoor winter design temperatures and operability of air conditioning systems to include indoor summer design temperatures. Per ASHRAE, the recommended indoor winter design temperature is 68 degrees to 74 degrees, and the recommended indoor design temperature for summer is 72 degrees to 80 degrees.

(3) Determine presence of HVAC temperature control.

(4) Verify operability of the humidifier/dehumidifier, if present.

(5) Visually examine all accessible HVAC ducts for signs of leaks, damage and proper insulation.

(6) Examine the HVAC filter to ensure it has been changed per the PPV PM's maintenance schedule and is clean and free of debris.

Inspection Rating	Examples
Pass	HVAC is functional with minor cosmetic damage to ducts.
Pass with Non-EHS Conditions	HVAC filter has not been replaced; HVAC component is not working correctly but the seasonal conditions do not warrant an EHS.
Fail	HVAC is non-functional or cannot maintain the required temperature.

Table 3-17: Inspection Rating – HVAC and IAQ

h. Interior Doors, Walls and Flooring

(1) Interior doors must fit, be free from damage and have a gap at the bottom to allow for air movement. Doors to a garage must be sealed completely to prevent fumes from entering the unit, and per IRC R302.5.1 be self-closing or automatic-closing and be solid wood doors not less than 1 3/8 inches in thickness, solid or honey-combed steel doors not less than 1 3/8 thickness, or 20-minute fire rated.

(2) Walls and ceilings will have no deep cracks or signs of water infiltration or mold. Wall paint must be in good condition.

(3) Flooring in bathrooms must be in good condition with a sealed, water-resistant, nonabsorbent and cleanable surface, that is free of bulges and buckling.

(4) Stairs will be structurally sound and in good repair. There will be no visible signs of sagging or bowing and no loose boards. Handrails must be firmly fastened with no movement at anchor points.

Inspection Rating	Examples
Pass	Cosmetic damage, normal wear and tear or any other condition that does not affect the functionality.
Pass with Non-EHS Conditions	Interior door does not shut properly; small crack on wall.
Fail	Door to garage is not fire rated, does not close completely or have self-close; wall and ceilings have deep cracks or signs of water infiltration stains; stair handrail is not secure.

Table 3-18: Inspection Rating – Interior Doors, Walls and Flooring

i. Exterior Components

(1) Exterior entry doors will be weather tight, fit properly and free from damage. All exterior doors must open, close and lock properly.

(a) Verify that the door landing, door swing and stoop are in good condition. Per IRC R311, doors opening inward, will not have a step-up more than 7 ¼ inches from outside landing.

(b) If a screen door or storm door is present it should be free from damage and fit properly.

(2) Window will be weather tight, with no signs of rotting or air/water leakage. If a screen is present, it must be functional and free from damage. All exterior windows must be able to remain open, close and lock properly.

(3) Gutters and downspouts will not be obstructed or leaking and must direct water away from the foundation.

(4) Visually inspect the roof from the ground to ensure it is in good condition.

(5) A porch or patio will be clean with no damage to flooring, no gape or holes and no bulges or buckling. It must be structurally sound and in good repair.

(6) Fences will be in good repair and firmly anchored. Inspectors will walk the fence to ensure there are no loose posts or boards, cracks in wood. Ensure all gates and gate hardware is in working order.

(7) Exterior hose bibs must function properly, and be free of obstructions, leaks and defects. Depending on the season, water to the exterior hose bibs may be turned off.

(8) Garages and Garage Doors. A garage is a walled, roofed structure, attached or detached from the home used for storing a vehicle or vehicles. If it is enclosed on three sides, even if there is no garage door on the fourth side, it must comply with code requirements for a garage per IRC R309.

(a) Garages must have at least one light with its own switch. Lights on automatic openers do not count as that light.

(b) Garage floor surface must be approved non-combustible material per IRC-R309.1.

(c) A garage cannot be used as a path for emergency egress from home, and a bedroom door cannot open onto a garage.

(d) A garage must have at least one GFCI-protected receptacle outlet at each vehicle bay.

(e) When an electric garage door is present, an operational safety sensor or pressure sensor must be present.

(f) If hot water heaters and/or HVAC equipment is present in the garage, gas devices should be at least 18” above the floor surface.

(9) Balconies and Decks will be inspected for signs of structural damage or loose connections, such as rotting wood that affects the strength and integrity of the beam, sagging decking, wobbly railing and stairs, insect damage, rusting or loose metal connectors and footing or post movement per IRC-R318.5. Railing and stairs must meet state and local code requirements.

(10) Sheds and outbuildings will be functional, structurally stable, and free from safety hazards.

Inspection Rating	Examples
Pass	Cosmetic damage to fence, doors or gutter, normal wear and tear to porch or patio.
Pass with Non-EHS Conditions	Fence hardware needs repair; porch or patio is not clean; gutter not properly attached; hose bib is leaking; storm door does not latch but exterior door opens and locks properly, signs of air/water leakage on operational window that locks, deck board has minor rotting but needs repair.
Fail	Exterior entry door will not lock; exterior window will not remain open or lock; missing or non-working safety sensor or pressure sensor on an electric garage door.

Table 3-19: Inspection Rating – Exterior Components

j. Smoke Alarms/Detectors. All housing units require smoke alarms/detectors which may either stand alone or be interconnected.

(1) Per IRC R314.3 verify the presence of smoke alarms/detectors on every floor, in every bedroom, in the hallway outside bedrooms, on stairways and at the bottom of basement stairs. Smoke alarms/detectors will not be present: closer than ten feet to cooking appliances, near exterior air flowing into the unit, within three feet from the tops of ceiling fan blades, by sliding doors, vents, fans and windows, adjacent to showers or in dusty or unconditioned areas with extreme temperatures.

(2) Ensure all existing smoke alarms/detectors are in working order by pressing the test button.

(3) Per the NFPA, ensure all existing smoke alarms/detectors are less than 10 years old by reading the PPV PM's installation label with the month and year. Both smoke alarm/detector condition and earliest manufacture date are to be recorded.

Inspection Rating	Examples
Pass	Smoke detectors are located in all required areas, are less than 10 years old and functional.
Pass with Non-EHS Conditions	N/A.
Fail	No smoke detectors in required areas; smoke detector is expired or not functional.

Table 3-20: Inspection Rating – Smoke Alarms/Detectors

k. Carbon Monoxide (CO) Detectors. Per IRC R315.2.1, CO detectors are required in homes with fuel fired equipment (furnace, boiler, water heater), fuel fired appliances (stove/range, dryer), a fireplace or an attached garage (per the IRC, a garage that is separated by 36" or less from the primary dwelling unit is considered attached). Typical residential units may require single station CO detectors. These detectors include 'Test' buttons to verify their operation. These detectors have a five-year life expectancy while combined CO and smoke alarms/detectors have a 10-year life expectancy or per manufacturer guidelines.

(1) If required, ensure the presence of CO detectors on every floor, in hallways outside bedrooms, and when there is an attached garage in close proximity to the door between the garage and the habitable area. Inspect all CO detectors for signs of damage to include painting over and tenant tampering.

(2) Ensure all existing CO detectors have power by pressing the test button. Using CO detector test spray, test that the detectors are in working order by spraying the aerosol approximately 6 feet away from the CO detector for 3 to 5 seconds, if the CO detector is working, the alarm will sound within 15 minutes. Due to state and local laws, some locations with aerosol restrictions are not permitted to test CO detectors using CO detector spray.

(3) Document the CO detectors age, by reading the PPV PM's installation label with the month and year. Both CO detector condition and earliest manufacture date are to be recorded on the inspection checklist. CO detector should be replaced per manufacturer guidelines.

Inspection Rating	Examples
Pass	CO detectors are located in all required areas, are less than five years old or meet manufacturer guidelines and is functional.
Pass with Non-EHS Conditions	N/A
Fail	No CO detectors are in required areas; CO detectors are expired or not functional, CO detector is mounted under a ceiling fan.

Table 3-21: Inspection Rating – CO Detectors

l. Fire Sprinklers. Residential fire sprinklers that comply with NFPA 13D standards are designed for life safety. The standard requires 2 operating sprinklers discharging for a period of 10 minutes to control the fire, a period considered sufficient for tenants to safely escape a home fire. Fire sprinkler systems will be professionally inspected and as applicable, certified annually.

(1) Determine if the fire sprinklers are connected to a Fire Alarm Control Panel (FACP).

(2) Ensure the presence of fire sprinklers where required: kitchens, bedrooms, living/dining rooms and hallways.

(3) Ensure fire sprinkler heads are not present in bathrooms, closets, pantries, or attics.

(4) Verify that fire sprinkler heads are unobstructed and uncovered, and that the fire sprinkler control valve is open. Fire sprinkler heads will be free of paint, hanging items and have an unobstructed spray area.

(5) Verify the fire sprinkler system has been inspected within the last 12 months.

Inspection Rating	Examples
Pass	Fire sprinklers have no damage or obstruction and have been professionally inspected in the last 12 months.
Pass with Non-EHS Conditions	N/A.
Fail	Fire sprinkler head is obstructed and has not been professionally inspected in the last 12 months.

Table 3-22: Inspection Rating – Fire Sprinklers

m. Asbestos. Inspectors will verify if the unit has a current, validated, asbestos inventory. Inspectors will also check for visible damage to any known or potential asbestos containing material (ACM). ACM as defined by the Environmental Protection Agency (EPA), is any product that contains more than one percent asbestos. Reviewing records prior to visual inspection is required to identify components that may contain asbestos. Please note that inspectors may only provide visual damage observations. Only a lab assessment from a certified inspector can determine ACM presence and status as friable or non-friable.

(1) Asbestos is a mineral fiber that was added to a variety of products to strengthen them and to provide heat insulation and fire resistance. The mere presence of asbestos in a housing unit, or a building, is not hazardous. The potential hazard comes when ACM becomes damaged and exposes the asbestos fibers. If these asbestos fibers become airborne, or friable, then they become a health hazard. The EPA defines friable as being able to be crumbled, pulverized or reduced to powder by hand when dry.

(2) While it is possible for ACM to be present regardless of the age of the home, all of the Military Services relied on asbestos products for construction between 1930 and 1980.

(a) ACM may be typically found in asphalt cement and shingles, construction materials, drywall, popcorn ceilings, electrical wiring, gaskets, insulation, joint compound, piping and tile.

(b) Using the list of pre-identified ACM available through the PPV PM property management/maintenance system, the inspector will focus on visible damage to these components:

1. Walls and Corners. If joint compound contains ACM, it will be concentrated in the corners, wall to wall and wall to ceiling joints.

2. Composite flooring, especially 9-inch composite tiles.

3. Ceilings, especially ceiling tiles.

4. Tenant accessible mechanical equipment, insulated pipes or ducts.

Inspection Rating	Examples
Pass	No damage to ACM.
Pass with Non-EHS Conditions	N/A.
Fail	There is damage to ACM.

Table 3-23: Inspection Rating - ACM

n. Lead-Based Paint (LBP). LBP issues are governed by the EPA, the Department of Housing and Urban Development (HUD) and the Occupational Safety and Health Administration. The EPA has the responsibility to either vet state level programs or administer on their behalf. The EPA also has the responsibility to establish training and certification programs for workers, supervisors, inspectors and risk assessors conducting evaluation or abatement of LBP.

(1) Verify the age of the unit, and whether or not there is a current, validated, LBP inventory for this unit; and if the unit has lead-free certification.

(2) Housing built after LBP was banned in 1978, and housing with a lead-free certification or a lead assessment with no findings of LBP do not require visual LBP inspections.

(3) Only housing inspectors who are HUD certified as Visual Assessors may conduct a visual LBP inspection. A visual assessment does not determine the presence or absence of lead. Rather, a visual LBP inspection examines the condition of the painted surfaces in and around the unit. The Visual Assessor will document any evidence of deteriorated paint that exceeds minimum levels.

(a) As the EPA is the primary agency responsible for LBP, their guidelines will be followed unless it is determined that it is a HUD property.

(b) The EPA's Renovation, Repair, Painting (RRP) rules apply when disturbing:

1. Twenty square feet on exterior surfaces,

2. Six square feet in any one interior room or space,

3. Ten percent of the total surface area on an interior or exterior type of component with a small surface area, such as windowsills, baseboards, and trim. The EPA stipulates that any work on windows falls under the RRP rules.

(c) If evidence of deteriorated paint beyond the EPA levels is discovered, it will be stabilized prior to occupying the unit. After the deteriorated paint is stabilized and any dust or paint chips safely removed, a lead-based paint clearance examination must be conducted by a certified lead professional. If the deteriorated area did not exceed the minimum levels, no clearance examination is required.

Inspection Rating	Examples
Pass	No evidence found of deteriorated LBP or a lead assessment with no findings of LBP is available.
Pass with Non-EHS Conditions	N/A.
Fail	Evidence found of deteriorated LBP paint.

Table 3-24: Inspection Rating - LBP

o. Mold and Moisture Control. Where there is excessive, or uncontrolled, moisture and organic material indoors, potential mold growth will occur. This can be a particular problem when the moisture problem remains undiscovered or uncorrected (e.g., leaking pipes in the wall, roof, or exterior wall leaks, leaking air conditioning condensate lines, etc.). However, mold cannot be identified by a visual inspection per reference (k).

(1) Use a digital temperature meter, or analog thermometer, to test outdoor temperature (front door), main floor temperature (central location), second, and third floor temperature (hall), basement or crawl space temperature (if accessible) and attic temperature (access opening) if accessible by stairs.

(2) Measure the indoor air humidity to ensure it is between 30-50 percent on all habitable floors:

(a) Use a digital humidity meter (or thermos-hygrometer), or analog pinless hygrometer, to test outdoor relative humidity (front door), main floor relative humidity (central location), second, and third floor relative humidity (hall), basement or crawl space relative humidity (if accessible) and attic relative humidity (access opening) if accessible by stairs. The use of a moisture meter by the HSC inspection is not authorized.

(b) Based on inspector provided temperature in Fahrenheit and relative humidity data, eMH will calculate the Dew Point for each applicable space.

(c) Visually inspect unit for evidence of water damage and visible potential mold, specifically checking for persistent dampness, evidence of leaks or water intrusion, musty odors and signs of standing water or exterior water intrusion per reference (k).

Inspection Rating	Examples
Pass	No evidence of mold or water damage found.
Pass with Non-EHS Conditions	Mildew on shower caulking; indoor air humidity measures less than 30 percent.
Fail	Air humidity exceeds 50 percent; there is evidence of visible potential mold or water damage.

Table 3-25: Inspection Rating – Mold and Moisture Control

p. Pest Management. A pest infestation for habitable spaces is when there are a large number of live pests in a home or when the impact of the pest is intolerable. Inspectors will check the unit for visible signs of pests:

(1) Visually inspect cabinets and baseboards for signs of entrance.

(2) Note evidence of pests to include animal feces, egg casings, material damage (gnaw marks), tracks or trails and the presence of excessive webs, nests, or dead pests.

Inspection Rating	Examples
Pass	No evidence of live pests found.
Pass with Non-EHS Conditions	Presence of excessive webs, nests or dead pests found in the backyard or garage.
Fail	Live infestation or numerous animal feces found in the home.

Table 3-26: Inspection Rating – Pest Management

q. Radon. Radon is a naturally occurring colorless, odorless, radioactive gas formed by the decay of radium. Radon exists in soils, rocks, and some groundwater supplies. It can infiltrate into buildings through holes in the foundation, cracks in concrete slabs and through air spaces around pipes. In PPV housing, the PPV PM is responsible for radon testing, disclosures and mitigation if required per reference (i). Disclosures will include a summary of the latest radon test for the unit or building, and the EPA's "A Radon Guide for Tenants" pamphlet, or a similar informational document.

(1) Verify if the unit has a radon report, and if so, record the report date and rating level on the inspection checklist.

(2) Determine if the unit has been re-tested since being renovated, if new siding or windows and doors have been installed or if a new HVAC system has been installed; and if the unit has a radon mitigation system. Additionally, a unit must be re-tested every two years after the radon mitigation system is installed.

(3) If the unit has a mitigation system, the inspector will verify the radon fan is working by checking the manometer, or u-tube, to make sure the fluid is higher on one side than the other. Inspectors will mark units that do not have a radon mitigation system "N/A."

Inspection Rating	Examples
Pass	Radon report is present or is not required. Radon is monitored and mitigated per the home's radon management plan.
Pass with Non-EHS Conditions	N/A.
Fail	Mitigation system fan is not working, or fluid is not higher on one side of the u-tube.

Table 3-27: Inspection Rating - Radon

5. Component Rating and Condition Codes. Inspectors will conduct a thorough inspection of all identified areas of the unit and select the appropriate component rating from the pull-down list for all items listed on the inspection form. For the purposes of PPV family housing inspections, cleanliness means that the home is free of dirt and unwanted marks and is organized and presentable. A reasonable state of cleanliness is what an average person would consider clean and does not mean the home is spotless or commercially clean. Cosmetic issues are surface-level imperfections that affect a property's appearance but not its structural integrity or functionality. Examples of cosmetic issues include chipped or cracked paint, outdated fixtures, worn carpets, minor scratches or dents on walls or floors, grease spots and old stains.

a. If a component is in "good condition" it means that a particular component of the house is functioning properly, shows minimal signs of wear and tear, is within its expected lifespan for its age, and does not require immediate repairs or replacements; essentially indicating that the item is in a state where it can be considered safe and reliable for normal usage without significant concerns.

b. If a component is in "good repair" it means that a system or component of a house is functioning properly, with no significant damage, wear, or deterioration that would pose a safety concern or require immediate repairs. Essentially, it indicates that the item is in a condition

considered acceptable for normal use and lifespan, with no major issues that would need to be addressed.

c. The component ratings and condition codes are available in tables 3-28 and 3-29:

N	New	New. No potential EHS issues.
G	Good	Like new, fully functional. No potential EHS issues.
F	Fair	Functional, minor or cosmetic damage only. No potential EHS issues.
P	Poor	Not functional. Requires repair.
EHS	Environmental Health and Safety	Presents potential EHS hazard. Requires repair and further inspection.
NA	Not Applicable	Component is not present in room.

Table 3-28: Component Ratings

WRN	Component is serviceable but worn and near the end of life.	**NP**	Needs paint.
CLN	Needs to be cleaned.	**MIS**	Missing item or part.
REP	Needs to be replaced.	**SCR**	Scratched.
NR	Needs repair.	**STN**	Stains/stained.

Table 3-29: Condition Codes

6. Writing Best Practices. To provide an objective, understandable and actionable assessment comment, there needs to be a common structure using shared terms and arrangement. The below information gives best practices of how to better construct an effective assessment comment.

a. Understand the Five Integral Parts of the Assessment Comment. There are five parts of an inspection comment that will be used when completing the inspection checklist. Table 3-30 lists these parts.

Part Type	Type Description
Component	Identifies the object or component being assessed.
Distress	Identifies the type of issue or distress of the component (see list below).
Severity	Describes the amount or severity of the distress (see chart below).
Location	Provides the location of the component being assessed (ex. foyer; northwest corner living room; master closet back wall; living room front wall, etc.).
Quantity	Provides the amount /quantity of the component that shows noted distress (ex. 10 percent; more than half; all 4 panes of window; etc.).

Table 3-30: Parts of the Assessment Comment

b. List of Common Distresses to be Used on Assessment Comments. When describing distress of components during an inspection, inspectors will use the commonly understood terms in Table 3-31.

Blistered	Displaced	Overheated	Capability / Capacity Deficient
Broken	Efflorescent	Patched	Animal / Insect Damaged
Clogged	Holes	Rotted	Moisture / Debris Contaminated
Corroded	Leaks	Stained (dirty)	Noise / Vibration Excessive
Damaged	Loose	Cracked	Operationally Impaired
Deteriorated	Missing	Non-functioning	Electrical Ground Inadequate or Unintentional

Table 3-31: Common Distress Terms

c. Describe the Severity of the Distress. When describing the severity of distress use the terms minor/mild, moderate, significant/major, extensive, severe, complete/total, with minor/mild being the lowest level and complete/total being the highest level. The following are examples of how to use severity of distress:

(1) Extensive cracking on 50 percent of the master bath external wall.

(2) Downstairs bedroom carpet has significant stains; four large stains.

(3) Extensive blistering of paint on over 50 percent of rear kitchen door.

7. Job Aids. Inspector job aids are available in eMH policy and guidance section under the housing desk guides tab, to provide additional technical information and are reviewed and updated as required yearly by CNIC HQ.

NAVY HOUSING INSPECTOR TRAINING REQUIREMENTS

1. Purpose. All HSC personnel conducting inspections and the IPD must comply with the mandatory training requirements and ongoing education requirements outlined in this policy.

2. Mandatory Training Requirements

a. All new hires and current employees assigned to the role of inspector are required to complete the Conducting Navy Housing Inspections (CNHI) course provided by the HLC. CNIC HQ will issue extensions if training availability is limited.

b. New hire employees must complete the CNHI course within six months of hire date.

c. Current inspectors who have not yet completed the CNHI training must do so within one year of the signature date of this policy. CNIC HQ will issue extensions if training availability is limited.

3. Mandatory Ongoing Education Requirements

a. Inspectors are required to complete a retraining of the CNHI course every three years to refresh their knowledge and skills.

b. Additional training requirements. These virtual training requirements will be completed every 3 years through HUD and EPA. All training requirements will be reviewed and updated annually by CNIC HQ.

(1) HUD Radon and Housing Basics

(2) EPA Mold Training

(3) EPA Asbestos Awareness Training

c. Inspectors will review and use the job aids created by CNIC HQ located in eMH policy and guidance section under the housing desk guides tab.

4. Supervision of New Inspectors. New inspectors who have not completed the CNHI course may:

a. Only perform COM inspections under the direct supervision of an inspector who is up to date on all training requirements.

b. Inspector may conduct move-in, move-out, inspections only after shadowing a qualified inspector. This hands-on training period allows new inspectors to gain practical experience

while ensuring that the quality and accuracy of inspections are upheld. The IPD will determine when a new inspector is ready to complete move-in/out inspections unsupervised. At a small installation this may require the region to temporarily assign an inspector from another installation.

5. Tracking and Recording Training Requirements

a. The HLC will track all completed inspector training requirements. The HLC will provide quarterly notices to the IPD and RPD for employees with expiring mandatory training and ongoing training requirements within a year of the notice.

b. CNIC HQ will develop training reporting requirements for inspectors and IPD to support HLC inspector training tracking.

c. RPDs will ensure the installation complies with all required annual training and the installation staff is trained to the defined standards.

6. Training Funding Requirements. The success of the inspector training program depends on stable and continuous funding. RPDs will ensure that training funding is available and prioritized for inspector compliance with the mandatory training requirements.

DEFINITIONS

1. American Society of Heating, Refrigerating and Air Conditioning Engineers (ASHRAE) Codes. Standards developed by ASHRAE that govern HVAC design, energy efficiency, ventilation, and indoor air quality, widely used in residential and commercial inspection.

2. Asbestos. A naturally occurring mineral once used in building materials for fire resistance and insulation. It can become hazardous when fibers are inhaled.

3. Asbestos Containing Material (AMC). Any building material or product that contains more than 1% asbestos. Often found in insulation, floor tiles, siding, and roofing in older homes.

4. Authorized Personnel. Accompanied and unaccompanied military personnel assigned who are authorized to live in PPV housing per reference (f). Authorized personnel include:

a. DOD military personnel, including active guard reserve personnel.

b. DOD civilian, DOD sponsored contractor personnel and their dependents, military retirees and other authorized civilians as defined by reference (f).

c. Non-DOD personnel such as Coast Guard personnel and additional personnel as defined in reference (f).

d. Foreign nationals as defined by reference (f).

5. Carve-Out Work Order. Project business agreements permit the use of Carve-Outs, which are exclusions of certain work orders from performance calculations, due to circumstances outside of the property management company's control such as pending parts or vendors.

6. Change of Occupancy Maintenance (COM) Inspection. A congressional required inspection conducted by the HSC to perform oversight of housing standards, to approve the habitability of the home and that a home is ready for occupancy prior to a tenant being moved into the home. COM inspection are also known as make ready inspections.

7. Carbon Monoxide (CO). A colorless, odorless, deadly gas produced by incomplete combustion of fuel-burning appliances. CO detectors are required in many homes for safety.

8. Carbon Monoxide Detector Test Spray. A specialized aerosol used to test the functionality of CO detectors by simulating the presence of CO gas.

9. Commonly Used Assessment Comments. Terms used when describing distress of components during an inspection.

a. Animal/Insect Damage. Visible signs of gnawing, nesting, boring, or infestation caused by pests such as rodents, termites, or carpenter ants.

b. Blistered. A surface defect, typically in paint, roofing, or siding where bubbles or raised areas form due to moisture, heat, or poor application.

c. Broken. A component is physically fractured, snapped, or otherwise separated into parts that compromise function or safety (e.g., broken window, pipe, tile).

d. Capability/Capacity Deficient. A system or component cannot perform adequately under expected loads or demand (e.g., undersized electrical panel, weak HVAC system).

e. Clogged. A passage (e.g., drain, gutter, filter, or vent) is blocked, restricting or stopping normal flow.

f. Cracked. Fractures or splits in materials (e.g., concrete, drywall, glass), which can indicate settling, movement, or structural stress.

g. Damaged. A general term indicating physical harm that negatively affects performance, function, or appearance (e.g., dented, gouged, punctured).

h. Deteriorated. Material has degraded due to age, weather, rot, rust, or neglect, leading to a loss of integrity or performance.

i. Displaced. A component has moved from its original or intended position, affecting its function or safety (e.g., displaced flashing or insulation).

j. Efflorescent. A white, powdery deposit on masonry surfaces caused by water-soluble salts migrating to the surface—indicates moisture intrusion.

k. Electrical Ground Inadequate or Unintentional. The electrical system lacks proper grounding (safety mechanism to discharge stray voltage), or grounding is done incorrectly, posing shock/fire risk.

l. Holes. Openings or punctures that are unintended and compromise the enclosure or function of a component (e.g., in roofing, drywall, siding).

m. Leaks. Openings or punctures that are unintended and compromise the enclosure or function of a component (e.g., in roofing, drywall, siding).

n. Loose. A component is not properly fastened or secured, which can cause movement, noise, or failure (e.g., loose railing, loose electrical outlet).

o. Missing. A required or expected part is absent entirely (e.g., missing shingles, missing handrail, missing cover plate).

p. Moisture/Debris Contaminated. Presence of unwanted water, potential mold, or foreign matter in a system or space that can impact health or performance (e.g., in ducts, crawl spaces).

q. Noise/Vibration Excessive. Unusual or loud operational noise or vibration that may indicate mechanical issues or improper installation (e.g., in HVAC, plumbing).

r. Operationally Impaired. A system or device does not function correctly or consistently under normal operation (e.g., a stuck window, non-starting furnace).

s. Overheated. A system or component is operating at higher-than-safe temperatures, often an electrical hazard or a sign of poor ventilation or overload.

t. Patched. A visible repair has been made, often indicating a prior issue; patching may or may not be professionally done or adequately resolved.

u. Rotted. Wood or other organic material has decayed due to prolonged moisture exposure, compromising structural strength or function.

v. Stained. Discoloration or marks indicating water intrusion, rust, potential mold, or smoke; stains often signal underlying issues.

10. Conducting Navy Housing Inspections (CNHI). The official Navy Housing course provided by the HLC to train inspectors on Navy Housing inspection requirements and best practices.

11. Cosmetic Damage. Minor surface damage that affects the appearance of an object but does not impact its functionality, performance, or structural integrity. Examples include scratches, dents, chips, or scuffs on the exterior of a product. Often used in the context of vehicles, electronics, appliances, and furniture.

12. Digital Thermometer. An electronic device used to measure temperature, often used in HVAC inspections or to evaluate hot water delivery. Provides fast and accurate digital readings.

13. Displacement Inspection. An inspection of temporary lodging conducted by the HSC for authorized personnel when they are displaced from PPV family housing. Displacement inspection will only address the health and safety of the lodging.

14. Electrical Receptacle Tester. A plug-in tool used to check standard wall outlets for correct wiring, grounding, and presence of voltage. Often includes GFCI test functionality.

15. Enterprise Military Housing (eMH). The official DOD platform for housing information, applications and management.

16. Environmental, Health and Safety (EHS). Inspection checklist items that affect the safety and habitability of a home. Homes with EHS concerns will fail an HSC COM inspection. Environmental and safety in the environmental, health, and safety metric, should capture any immediate risk to people posed by any environmental and safety issue listed below. Health in the environmental, health, and safety metric should capture any hazard which, due to its presence or failure to be fixed in a timely manner, is expected to lead a tenant to reach out to a physician or health care provider. Including but not limited to: asbestos, carbon monoxide, drinking water, electrical hazard, fire damage, gas/propane malfunction/leaks, HVAC, lead paint, life safety, potential mold/water infiltration/moisture, pest infestation, radon, security, sick home/unknown toxins, smoke detectors/sprinklers, structural problems, window falls prevention, sewer back-up or blockage of sole toilet in unit, and sanitation or odor.

17. Environmental, Health and Safety (EHS) Work Order Inspection. Inspection conducted by the HSC of an EHS repair, this inspection will only address that item or items related to the EHS work order.

18. Environmental Protection Agency (EPA). A U.S. federal agency that regulates environmental hazards in homes, including air and water quality, lead, asbestos, radon, and pesticide use.

19. Emergency Egress. A legal exit route from a building or room (such as a window or door) that is accessible, unobstructed, and large enough for escape during an emergency.

20. Exterior and Grounds Inspections. An inspection conducted by the HSC to perform oversight of home exteriors, ground maintenance, and tenant compliance.

21. Formal Dispute Resolution Inspection. An inspection that takes place during the formal dispute resolution process conducted by the HSC, if it is related to the current living conditions or the physical condition of the home per reference (e).

22. Functional. Capable of performing or operating as intended; in working order. Component fulfills its essential purpose or task, even if it may have cosmetic damage or wear.

23. Good Repair. That a system or component of a house is functioning properly, with no significant damage, wear, or deterioration that would pose a safety concern or require immediate repairs. The item is in a condition considered acceptable for normal use and lifespan, with no major issues that would need to be addressed.

24. Good Condition. That a particular component of the house is functioning properly, shows minimal signs of wear and tear, is within its expected lifespan for its age, and does not require

immediate repairs or replacements. The item is in a state where it can be considered safe and reliable for normal usage without significant concerns.

25. Government Owned, Privatized, and Leased Inspection Checklist. The official eMH generated inspection checklist developed by a Military Service working group and approved by the Office of the Secretary of Defense.

26. Ground Fault Circuit Interrupter (GFCI) Outlet. A GFCI outlet quickly shuts off power when it detects electrical current leakage to prevent shocks, required near water sources (kitchens, bathrooms, etc.).

27. Habitability. Refers to whether a residential dwelling provides safe, healthy, and livable conditions for its occupants.

28. Housing Learning Center (HLC). Navy Housing's center of excellences, providing innovative and technical training to Navy Housing personnel, located in Jacksonville, Florida.

29. HSC Inspector. Employees that may conduct official Navy Housing inspections. HSC inspectors must complete the CNHI course, and the mandatory ongoing educational requirements outlined in enclosure (4).

30. Indoor Air Quality (IAQ). Refers to the condition of the air inside a home as it relates to health and comfort. Factors include ventilation, humidity, pollutants and allergens.

31. Informal Dispute Resolution Inspection. An inspection conducted by the HSC due to a complaint by either the tenant or PPV PM, related to the living conditions or physical conditions of the home.

32. Infrared Temperature Sensor Gun. A handheld tool that measures surface temperature from a distance using infrared technology. Used to detect heat loss, insulation gaps, or overheating electrical components.

33. International Residential Code (IRC). A model code that sets minimum regulations for 1 and 2 family dwellings, including building, plumbing, mechanical, fuel gas, energy, and electrical systems.

34. Lead Based Paint (LBP). Paint that contains significant amounts of lead, typically used in homes built before 1978. Exposure, especially in children, can lead to serious health issues.

35. Life Safety. Dangerous situation in the home created by the resident. This may include hoarding situations, unsanitary conditions, criminal behavior, or other issues in the home.

36. Monitoring Matrix (MMx). The monthly PPV oversight report completed by installations and provided to RPDs and CNIC HQ.

37. Move-In Inspection. An inspection attended by the HSC and conducted by the PPV PM, that assesses the condition and cleanliness of a home before the home is occupied and provides oversight that the PPV PM is following the required process for all move-ins. Move-in inspection are also known as assignment or check-in inspections.

38. Move-Out Inspection. An inspection attended by the HSC during the PPV PM inspection to document the differences in condition of the elements of the home from the initial move-in inspection. Move-out inspection is also known as a termination or check-out inspection.

39. National Fire Protection Association (NFPA) 101 Life Safety Code. A U.S. standard that provides safety requirements for building design, construction, and occupancy, focusing on fire prevention and safe egress in emergencies.

40. Neighborhood/Facility Inspection. An inspection conducted by the HSC to perform oversight of community maintenance of PPV neighborhoods at a location that is not a housing unit with an address. This includes inspection of the overall neighborhood, playgrounds and other common areas.

41. Non-Functional. Not operating or performing as intended; unable to fulfill its primary purpose or function. A non-functional component is considered broken, defective, or unusable until repaired or replaced.

42. Normal Wear and Tear. The expected and gradual deterioration of an item or property that occurs through regular use over time, without abuse, neglect, or accidental damage. Examples include minor scuffs, fading, or slight fabric fraying that do not affect functionality or structural integrity.

43. Pest Infestation. The presence of pests in a structure in sufficient numbers to adversely affect the structure or the health, safety, and welfare of the occupants. This is often defined as a situation where pests are present in large numbers and are causing damage, creating health hazards, or generally making the environment uninhabitable.

44. Pinless Hygrometer. A device that measures humidity levels in the air without penetrating the surface. Useful for non-invasive indoor air quality or moisture assessments.

45. Plumbing Fixtures. Devices connected to a plumbing system used to deliver and drain water, include sinks, toilets, tubs, showers, and faucets.

46. Pre-Termination Inspection. An inspection attended by the HSC during the PPV PM inspection to document the differences in condition of the elements of the home from the initial

move-in inspection and to assist the tenant in understating required repairs or cleaning to be completed prior to moving out to mitigate possible charges for damages.

47. Preventative Maintenance. Routine proactive services and repairs to prevent larger, more costly problems and to extend the life of the property. In PPV family housing, preventative maintenance is performed on an established schedule as defined by the business agreements.

48. Radon. A naturally occurring radioactive gas that can seep into homes from the soil. Long-term exposure is linked to lung cancer.

49. Sanitation or Odor. Tenant concerns regarding noxious odors or other health concerns not otherwise identified and defined (e.g., "my unit is making me sick").

50. Sick Home/Unknown Toxins. Unknown toxins in the home may be causing illness to 1 or more residents or visitors. This includes strong or unknown odors in the home.

51. Structural Problems. Deficiencies or damage affecting the load-bearing components of a building, such as the foundation, framing, beams, columns, floors, roof structure, or load-bearing walls. Structural problems can compromise the building's stability, safety, or ability to perform as intended, and often require professional evaluation or repair.

52. Submersible Thermometer. A waterproof thermometer designed to be submerged in liquids (like water heaters or sump pits) to measure temperature directly.

53. Temporary Lodging. Non-permanent lodging including PPV guest suites, DOD guest houses, DOD lodging, commercial hotels or community short term rentals.

54. Universal Lease. The Congressional required standard leasing document used for privatized military housing. The Universal Lease does include customized addendum by location.

55. U.S. Department of Housing and Urban Development (HUD). A federal agency that oversees national housing policies and programs, including habitability standards for public and subsidized housing.

56. Visual Inspection. An inspection of a property's accessible areas, conducted to assess its overall condition. This inspection is based solely on what can be seen without dismantling structures or components.

57. Well-Maintained Housing. A dwelling that is clean, structurally sound, and free of safety hazards or significant repair issues. Systems (electrical, plumbing, HVAC) are functioning properly, and regular upkeep is evident.

58. Whole House Renovation. A whole house renovation refers to the substantial alteration, remodeling, or reconstruction of most or all major systems and spaces within a dwelling, such that the project triggers compliance with current building codes. Unlike minor repairs or cosmetic updates, a whole house renovation typically involves multiple trades (structural, electrical, plumbing, mechanical, life safety) and requires that upgraded areas meet the standards of the prevailing codes. Depending on the extent of work, this may require the entire home, not just the renovated sections, to be brought into compliance with applicable building, fire, energy, and accessibility codes.

59. Window Fall Prevention Device. A safety feature (e.g., window guards or stops) that helps prevent children from falling out of windows while still allowing emergency egress.

60. Work Order Inspection. An inspection conducted by the HSC of a work order repair, this inspection will only address the item or items repaired.