



December 2007

A Landlord's Guide To DHAP Inspections

Frequently Asked Questions

What are the DHAP Inspections?

Housing Quality Standards (HQS) will be used to conduct the Initial, Special, Emergency, and Quality Control inspections.

Initial inspections are to be conducted on all Family units whether the Family is remaining in their existing unit or they are moving to a different unit.

Special inspections are those requested by the Owner, Family, or other individual or organization/agency outside of DHAP.

Emergency inspections are inspections for the review of "Life Threatening" item(s) within a unit. Corrections are to be made to the item(s) within 24 hours.

Quality Control inspections are required to ensure inspectors are performing in accordance with existing rules, regulations, and guidelines.

How are the inspections scheduled?

Initially, the inspections will be scheduled where the highest concentration of units exists, so that the inspectors can use foot power in between inspections instead of horsepower. The process begins with the identification of the unit needing to be inspected. The Inspection Scheduler schedules an inspector for a specific unit to inspect, the date of the inspection, and the time of the inspection.

This generates a letter to both the Owner and Family, detailing the date and time of the inspection. If either party cannot be there at the designated date or time, please call the DHAP Center for rescheduling.

When are the inspections scheduled?

The inspections are to be scheduled beginning at 8:30 a.m. and concluding at 7:30 p.m., Monday through Saturday. Due to the short timeframe we have to qualify Owners for DHAP, inspections also are scheduled on Sundays between 1:00 p.m. and 5:30 p.m.

How To Get More Information

Call the Housing Authority's DHAP Center at:

PHONE NUMBER
866 497-6036

ADDRESS
8933 Interchange Drive
Houston, TX, 77054

HOURS
M – F: 8:00 a.m. – 5 p.m.
Sat: 10:00 a.m. – 2:00 p.m.

WEB SITE
www.dhapusa.org

How can an Inspector be recognized?

The inspectors will have a DHAP Identification (ID) Badge with their picture prominently displayed. The Inspectors have been instructed to display their ID Badge upon arrival at the unit to both the Owner and Family. If there is any doubt as to their authenticity, please call the DHAP Call Center to verify their identification.

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