



# How To Conduct Property Inspections

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# Learning Objectives

- The importance of property inspections.
- Defining habitability
- Tips for walking the property
- Tips for walking vacant units
- Capital improvements

# Introduction

Property inspections are conducted for several reasons; Other than gathering information for specific purposes, (budgeting, marketing, insurance coverage, energy conservation) the primary purpose of an inspection is to determine the need for maintenance.







**IMPLIED WARRANTY  
OF HABITABILITY:**

*A Landlord's Responsibility*

Elements of Habitability

## Habitability Defined

- Landlords of residential properties are required to lease units that are in habitable condition.
- Once the unit becomes uninhabitable, the risk and liability increases significantly.
- Uninhabitable living conditions should be treated as an emergency.



An implied warranty of habitability is an unstated guarantee that a rental property meets basic living and safety standards before occupation and will continue to meet them for the duration of the occupancy.

California's implied warranty of habitability requires a landlord to keep the premises in a condition fit for the occupation of human beings. Landlords must substantially comply with housing and building codes that materially affect a tenant's safety and health.

Even if the lease does not actually state this warranty in writing, it is implied in the lease.



## Owner Responsibilities:

- Effective waterproofing and weather protection.
- Plumbing facilities in good working order.
- Heating and gas facilities in good working order.
- Electrical systems in good working order.
- Clean and sanitary buildings and grounds.
- Adequate trash receptacles.
- Floors, stairways and railings in good condition

## Owner Responsibilities:

- Working toilet, sink, tub or shower in a ventilated and private room.
- Kitchen with a working sink.
- Natural lighting in every room.
- Safe fire and/or emergency exits.
- Smoke detectors / Carbon Monoxide detectors
- Locking mail receptacle for each residential unit.



## Tenant Responsibilities:

Tenants are required by law to take reasonable care of their rental units, as well as common areas such as hallways and outside areas. Tenants must act to keep those areas clean and undamaged. Tenants also are responsible for repair of all damage that results from their neglect or abuse, and for repair of damage caused by anyone for whom they are responsible, such as family, guests, or pets.

# Tenant Responsibilities:

- Keep the premises "as clean and sanitary as the condition of the premises permits."
- Use and operate gas, electrical, and plumbing fixtures properly. (Examples of improper use include overloading electrical outlets; flushing large, foreign objects down the toilet; and allowing any gas, electrical, or plumbing fixture to become filthy.)
- Dispose of trash and garbage in a clean and sanitary manner.
- Not destroy, damage, or deface the premises, or allow anyone else to do so.
- Not remove any part of the structure, dwelling unit, facilities, equipment, or appurtenances, or allow anyone else to do so.
- Use the premises as a place to live and use the rooms for their intended purposes. For example, the bedroom must be used as a bedroom, and not as a kitchen.
- Notify the landlord when dead bolt locks and window locks or security devices don't operate properly



## Recent Habitability Claims

- ▶ A jury awarded \$1.6M to a single family in a Los Angeles County in 2018, the largest U.S. bedbug award.<sup>1</sup>
- ▶ In 2015, nearly 100 tenants were awarded \$2.18M in a settlement involving allegations of cockroach infestations, in addition to heating, plumbing and electrical issues.<sup>2</sup>

## Inspection and Maintenance of the Property

The best way to stay ahead of problems is to walk the entire property every day, preferably in the morning before you open the office.

Your inspection will be more efficient if you work from top to bottom.

Have alternate planned walks so you do not miss anything.



Walk the Property Regularly



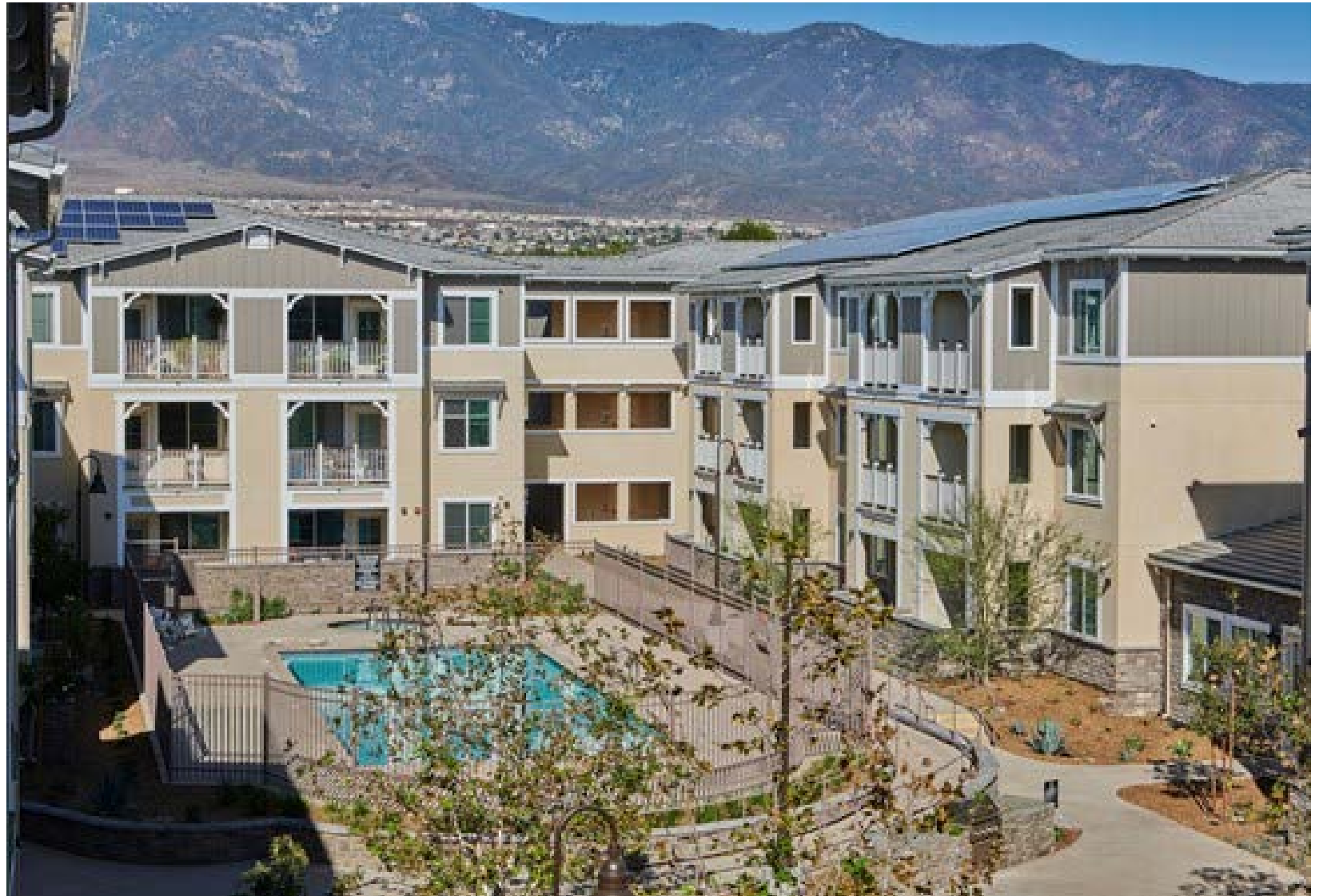


- Property walks ensure the community is inviting.
- Tour paths should be free of litter and well maintained.
- Inspections help find maintenance issues before they become costly.
- Inspections should be done through the eyes of the resident or prospect.
- Property managers and maintenance staff should do inspections daily.
- Monthly inspections help to schedule corrective, routine, and preventive maintenance.

Annual inspections help estimate costs for budgets and make decisions about capital improvements.

All inspections should be documented.

Property inspections are the key to making sure the community looks it's best.



Conducting inspections at different times will allow you to observe the 'life cycle' of your building.

Develop a checklist to ensure that nothing is overlooked.





# Tips for Walking the Property



## Tips

- Take along all keys during the inspection.
- Be prepared to take notes on the condition of the property.
- Make sure the property is free of litter, discarded furniture and abandoned vehicles.
- Inspect maintenance workshops and storage areas.
- Inspect pool equipment / mechanical elements.
- Have another employee inspect the property after you to ensure everything is covered from another perspective.



# Exterior Lighting



## Tips

- All areas of the property should have adequate lighting.
- Lighting should be inspected at night and checked daily.
- Lighting should be at all entrances, walkways, parking areas, and surrounding grounds.
- Lighting may help reduce crime on the property.
- Consider using motion-activated lighting to conserve energy and reduce costs.



# Landscaping



## Tips

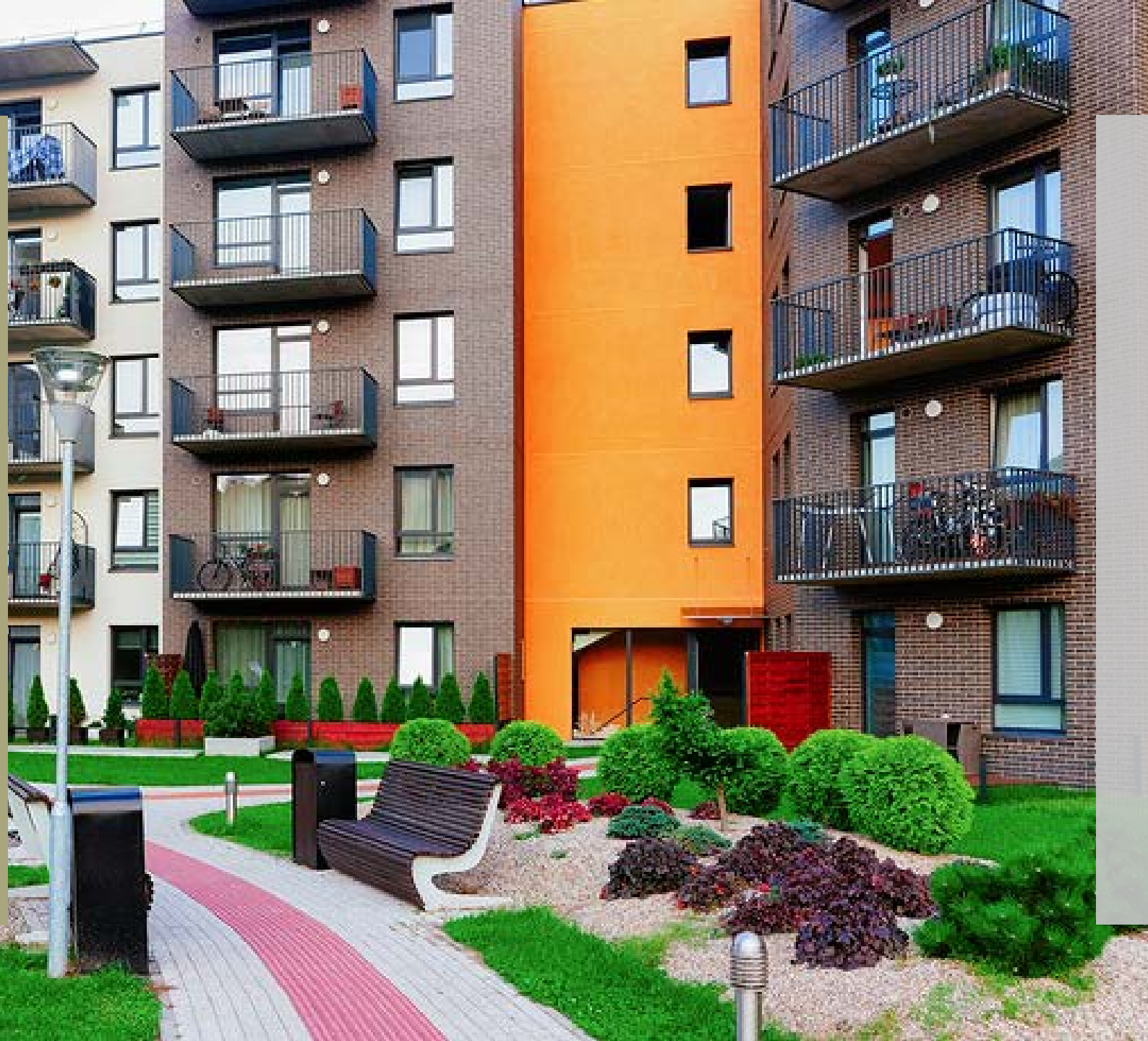
- Proper landscaping may decrease crime.
- Deferred landscaping can promote criminal activity.
- Prune all trees and shrubs and keep trees trimmed.
- Remove tree roots that can cause sidewalks to lift.
- Remove trees touching the property roof or low hanging.
- Ensure that there are no over-watered area or standing water on the property.
- Replace gravel and rock landscaping with shredded materials.







# The Grounds- Curb Appeal



# Tips

- Landscaping
- Signage
- Flags
- Exterior paint
- Lighting
- Cleanliness




# Building Exterior



# Tips

- Stairs and hallway should be clean and well maintained.
- Check for loose threads on carpeting.
- Look for cracks in the concrete.
- Keep handrails clean and splinter free.
- Inspect handrails regularly to ensure they are stable.
- Check that concrete stairs are sturdy.
- Implement a policy to keep patios and balconies free of litter, clutter, and indoor furniture.



# Exterior Maintenance



## Tips

- Inspect asphalt for cracks and potholes to reduce trip hazards.
- Ensure all cars are registered and in good condition.
- Remove any water, loose gravel, or litter on sidewalks.
- Inspect sidewalks for separation and uneven pieces.
- Ensure fencing is up to city ordinance and complies with state and local codes.

# Common Areas



## Tips

- Keep amenities secure, well maintained and inviting.
- Make sure that all areas have signage that is properly worded.
- Clean and inspect laundry rooms multiple times a day.
- Ensure that emergency exit signs are in good condition.
- Ensure there are no trip and fall hazards and lighting is in good condition.
- Verify electrical cords are properly grounded.
- Check playground areas for debris and graffiti.

# Mechanical Systems



# Tips

- Check pool and spa equipment.
- Check fire extinguishers for full charge and annual inspection date.
- Inspect utility rooms.
- Now when your backflow inspection is due and plan accordingly.
- Inspect elevator rooms.





# Pool and Spa

WARNING: NO LIFEGUARD ON DUTY NO DIVING ALLOWED  
POOL RULES



## Tips

- Make sure gates are operational with self-closures.
- Display pool rules including hours, proper attire, prohibited practices.
- No lifeguard sign posted and visible.
- Check that all pool furniture is clean and in good repair.
- Make certain that chemical levels in the pool and spa meet specified requirements.

# Apartment Interiors



The best time  
to perform  
inspections is at  
the time of  
turnover.



## Check:

- Electrical outlets
- Windows
- Doors
- HVAC Systems
- Smoke / Carbon monoxide detectors
- Hot water heaters
- Gas lines
- Plumbing
- Check for moisture, musty odors, and discoloration.
- Inspect for bedbugs or other infestations. Schedule pest control.
- Re-key the unit immediately.



INITIAL ENTRY:	ACCEPTABLE	NEW	INCOMPLETE
FRONT DOOR CONDITION			
WEATHERSTRIPPING			
PEEPHOLE			
PASSAGE LOCKS FRONT DOOR/PATIO			
MECHANICAL:	ACCEPTABLE	NEW	INCOMPLETE
THERMOSTAT			
SMOKE ALARM			
BREAKERS			
KITCHEN:	ACCEPTABLE	NEW	INCOMPLETE
GFI SWITCHES			
CABINETS			
DRAWERS			
DISHWASHER			
DISHWASHER RACKS/ROLLERS			
RANGE ELEMENTS			
BOILER OPERATION			
OVEN RACKS			
VENTHOOD FAN			
VENTHOOD LIGHT			
STOVE FIRE SUPPRESSION			
SINK			
FAUCETS			
DRAIN CLEAR/NO LEAKS			
DISPOSAL OPERATION			
DISPOSAL INSERT			
BASEBOARDS			

BATHROOM	ACCEPTABLE	NEW	INCOMPLETE
PRIVACY LOCKS			
GFI SWITCHES			
DRAWERS			
CABINETS			
MEDICINE CABINET			
CAULKING SINKS/TUBE			
SINK FAUCETS			
TUB FAUCETS			
POP-UPS CLEAN/OPERATIONAL			
TUB DRAINS/STOPPERS			
SHOWER HEAD			
SHOWER ROD SECURE/GOOD COND.			
TOILET SEAT			
TOILET TANK AND LID			
BALLCOCK OPERATION			
TOILET BOWL BOLT COVERS			
TOWEL RACKS/PAPER ROLLERS			
BASEBOARDS			
GENERAL:	ACCEPTABLE	NEW	INCOMPLETE
CEILING FAN			
LIGHTBULBS			
CLOSET DOORS			
CLOSET SHELVES/RODS			
SLIDING DOOR BAR/LOCK			
WINDOWS			
WINDOWS LATCHES			
WINDOWS SCREENS			
WINDOW/DOOR COVERINGS			
DOORSTOPS			
SWITCH PLATES			
RECEPTACLE COVERS			
FIREPLACE SCREEN			
FIREPLACE FLUE			
WASHER/DRYER CONNECTIONS			
DRYER VENT			

FINISHES:	(CIRCLE ONE)		
PAINT	ACCEPTABLE	TOUCH-UP	FULL
CARPET	ACCEPTABLE	SHAMPOO	NEW
KITCHEN VINYL	ACCEPTABLE	NEW	
BATHROOM VINYL	ACCEPTABLE	NEW	
CLEANING:	ACCEPTABLE	TOUCH-UP	INCOMPLETE
PATIO/BALCONY/CARPORT STORAGE			
DEBRIS REMOVED			
APPLIANCES			
SINKS			
TUB/TILE			
TOILETS			
COUNTERTOPS			
DRAWERS			
CABINETS			
FLOORS			
LIGHT FIXTURES			
SWITCH PLATES			





Capital  
Improvements

# Capital Improvement Plan



## Tips

- Big ticket items that meet the legal definition of Capital Expense.
- Must improve the life of the building.
- Expenditure is made for a permanent fixture – not a removable item.
- Roof Replacement
- Asphalt
- Significant Pool Repair
- Exterior Paint
- HVAC Replacement
- Flooring
- Appliances
- Water Heaters/Boiler Systems



# How To Prepare for REAC

Prior to the REAC Inspection date the property should conduct a complete 100% of the property.

It should include all five (5) Inspectable Areas:

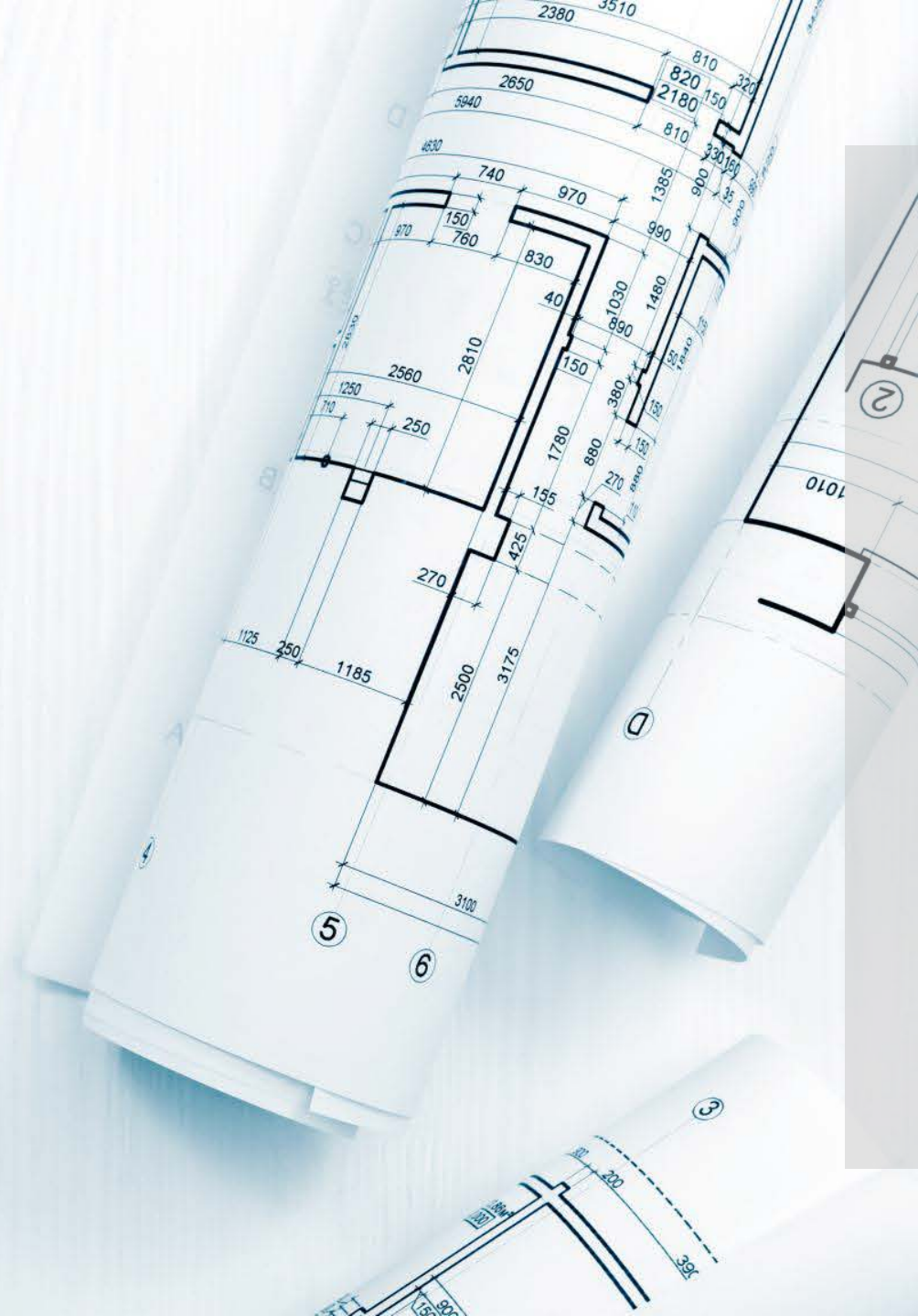
- The Site

- All Building Exteriors

- All Building Systems

- All Common Areas

- All Units



**Top 25 RAPID 4.0 Multifamily Housing Deficiencies**

Rank	Area Name	Item Name	Defect Name	# Deficiencies
1	Unit	Doors	Unit - Damaged Hardware / Locks (Doors)	64,269
2	Unit	Kitchen Items	Unit - Refrigerator - Missing / Damaged / Inoperable (Kitchen)	30,618
3	Unit	Windows	Unit - Damaged / Missing Screens (Windows)	21,636
4	Unit	Doors	Unit - Damaged Surface (Holes / Paint / Rust / Glass) (Doors)	18,421
5	Unit	Windows	Unit - Inoperable / Not Lockable (Windows)	16,982
6	Unit	Windows	Unit- Missing / Deteriorated Caulking / Seals / Glazing Compound (Windows)	16,870
7	Building Exterior	Walls	BE- Missing Pieces / Holes / Spalling (Walls)	16,574
8	Unit	Smoke Detector	Unit - Missing / Inoperable (Smoke Detector)	13,947
9	Unit	Call-for-Aid	Unit - Inoperable (Call-for-Aid)	13,597
10	Unit	Bathroom Items	Unit - Lavatory Sink - Damaged / Missing (Bathroom)	13,059
11	Unit	Outlets / Switches	Unit - Missing / Broken Cover Plates (Outlets / Switches)	12,926
12	Health and Safety	Emergency / Fire Exits	HS - Emergency / Fire Exits Blocked / Unusable (Emergency / Fire Exits)	11,811
13	Unit	Bathroom Items	Unit - Plumbing Leaking Faucet / Pipes (Bathroom)	11,095
14	Unit	Doors	Unit - Damaged / Missing Screen / Storm / Security Door (Doors)	10,983
15	Unit	Walls	Unit - Damaged (Walls)	10,806
16	Health and Safety	Hazards	HS - Tripping (Hazards)	10,713
17	Building Exterior	Walls	BE- Stained / Peeling / Needs Paint (Walls)	10,306
18	Unit	Bathroom Items	Unit - Shower / Tub - Damaged / Missing (Bathroom)	9,846
19	Unit	Electrical System	Unit - GFI - Inoperable (Electrical System)	9,750
20	Unit	Doors	Unit - Missing Door (Doors)	9,537
21	Unit	Doors	Unit - Damaged Frames / Threshold / Lintels / Trim (Doors)	8,726
22	Unit	Kitchen Items	Unit - Range / Stove- Missing / Damaged / Inoperable (Kitchen)	8,710
23	Building Exterior	Roofs	BE- Missing / Damaged Components from Downspout / Gutter (Roofs)	8,491
24	Building Systems	Emergency Power	BS- Auxiliary Lighting Inoperable (Emergency Power)	7,935
25	Health and Safety	Electrical Hazards	HS - Exposed Wires / Open Panels (Electrical Hazards)	7,327

## Where Can You Find More Information about REAC?

- [http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/reac/products/pass/pass\\_bulletin](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/pass/pass_bulletin)

## To Sum It Up

Whew!  
This is a lot of  
Information!

- Property Inspections continue to be the number one strategy in reducing risk and maintaining the value of the asset.
- Regular inspections will keep the property in good condition.
- Property inspections keep you visible to your residents, giving you the opportunity to create rapport.



# Thank You!!

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