



Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**

Charles D. Baker, Governor ♦ Karyn E. Polito, Lieutenant Governor ♦ Jennifer D. Maddox, Undersecretary

To: All LHA Executive Directors and Maintenance Directors
From: Laura Taylor, Director, Bureau of Housing Management
Date: September 2, 2020
RE: PHN 2020-2027

Addendum #1: Frequently Asked Questions Regarding Unit Inspections

DHCD has received several questions about maintenance operations and inspections following on the Reopening Guidance in [PHN 2020-27](#). This addendum offers guidance on how LHAs should approach inspections in high-risk communities or when a resident refuses access due to COVID-19 concerns.

What if a resident refuses or prohibits entry to their unit due to COVID-19 related concerns?

Any resident that expresses COVID-19 related concerns may refuse entry and request that the LHA temporarily defer their scheduled inspection. The LHA should:

- a) Document the refusal
- b) Cite the reason for the refusal
- c) Contact the occupant(s) of these units to establish there are no critical complaints, especially any related to State Sanitary Code (items (A) through (O) of [105 CMR 410.750](#)).

LHAs should track the inspection status and results of occupant outreach of each unit within their portfolio.

What if my LHA is a higher-risk community for COVID-19 transmission?

LHAs within a COVID-19 higher-risk community, based on an average daily case rate above 8 per 100K population, may temporarily defer ALL annual inspection requirements while the average daily case rate remains above 8 cases per 100K. Please refer to the Commonwealth's [COVID-19 Community-Level Data Map](#), updated weekly on Wednesdays for your community's risk level.

For all deferred inspections, the LHA should:

- a) Notify affected residents that annual inspection requirements have been deferred
- b) Document and cite the reason that the LHA has elected to defer annual inspections
- c) Contact the occupant(s) of these units to establish there are no critical complaints, especially any related to state sanitary code (items (A) through (O) of 105 CMR 410.750).

LHAs should track the inspection status and results of occupant outreach of each unit within their portfolio. DHCD continues to encourage LHA Maintenance staff to perform a modified [health and safety inspection](#) in any unit in which they are already responding to a work order or repair request.

We realize the above recommendations cannot encompass every possible scenario facing an LHA. If you have additional questions or concerns about these recommendations, LHAs should contact their assigned DHCD Facility Management Specialist (FMS) or assigned DHCD Housing Management Specialist (HMS) for further assistance.