



What Happens When Your Agency Outsources Inspections?

Deb Ward, NMA Director of Inspections
Derrick Ratliff, NMA Inspector Trainer



Why Would an
Agency Consider
Outsourcing
Inspection Services?

A photograph of a historic, multi-story building with a balcony and greenery.



The logo for The Housing Conference 2019, featuring a stylized house icon and the text "The Housing Conference 2019".

Reasons for Outsourcing


- Staffing issues
 - Current staff member(s)
 - Retiring
 - Have dual roles
 - Going out on extended medical leave
- Budgets
 - Cost of salaried employee(s) vs. contractor

The logo for The Housing Conference 2019, featuring a stylized house icon and the text "The Housing Conference 2019".


Starting the Process



What does your agency want to outsource?



Inspections only



Administrative functions & inspections

What are administrative functions?

- Scheduling Inspections
 - Annuals
 - Initials
 - Complaint/Specials
 - Re-inspections
 - No Shows
 - Abatement Cure Inspections
- Mailing notices
- Inbound/outbound calls
- Dedicated email address
- Reporting
- Document storage/transfer
- Complaint call escalation



Should Your Contractor Work in Agency Software or Their Own?



What are the inspection functions?

Simple – right?

- Perform scheduled inspections
- Enter results in software or complete 52580 forms

Well, there is a little more to it than that!



What are the steps in transitioning inspections?

- During the transition period:
 - Advertise for local hire inspectors
 - Interview any agency referrals & other applicants
 - Submit candidates for background checks
 - Enroll in HQS training
 - Do field training with senior/transition inspector(s)



What are the steps in transitioning inspections?

- During new hire training senior/ transition inspectors on site to conduct agency inspections while training new hires
- Extensive classroom training & field training
- Software training (where applicable)
- How long does this take?





Questions & Answers



Please take a moment to give us your feedback on this session

- Open The Housing Conference app on your phone and click on the "Schedule" icon
- Choose a day, then scroll down to find the title of this session
- Or search for the session title in the search box
- Click on the title and scroll down to "Surveys"
- Click on "Please take a moment after this session to give us your feedback"
- Thank you!