



HCV FAQs

(Frequently Asked Questions)

July 29, 2013 HCV Update

Q: How do I re-schedule my annual inspection?

A: SHRA inspects each assisted unit annually. The family and owner are notified of the date of the inspection appointment by mail or phone. Inspections occur between 8:00 a.m. and 5:00 p.m. on weekdays.

If the family is unable to be present, due to a medical appointment or court appearance, SHRA will reschedule the inspection upon receiving written verification of the medical appointment or court appearance.

Other requests to reschedule reinspections will only be granted if there are special mitigating circumstances, such as a death in the family. Rescheduled appointments must be rescheduled so that the inspection is completed within seven days of the date originally scheduled for the inspection. Please call (916) 440-1390 if you need to reschedule your inspection. Please provide SHRA with as much notice as possible of your need to reschedule.

If the family misses two inspection appointments, SHRA will consider the family to have violated a family obligation and their assistance may be terminated. The family must allow SHRA to inspect the unit with reasonable notice.

The owner must correct Housing Quality Standard (HQS) deficiencies that cause a unit to fail, unless the tenant is responsible for the repairs. For tenant-caused damages, the tenant must correct the repairs within 30 days, for non-emergency items. Emergency items must be repaired within 24 hours. If the tenant fails to complete repairs timely, SHRA will consider the family to have violated a family obligation and their assistance may be terminated.