



IMPORTANT ANNOUNCEMENT NEW CONTRACT INSPECTOR

The Mobile Housing Board
Housing Choice Voucher Program is pleased to announce
a new contract inspector!

Quality Assurance Inspections, Inc.

MHBIinspectionServices@gilsonsoftware.com

will start conducting Mobile Housing Board Housing Choice Voucher Inspections
in the next several weeks.

- The contractor's **Call Center is operational 24/7** so that landlords and participants can call to confirm and reschedule appointments.
- The contractor will email the participant and landlord to confirm the appointment 72 hours prior to the inspection and request a call ahead number.
- The contractor will call the participant and or/text message 24 hours prior to the inspection to remind and confirm inspection.
- The contractor will email and mail failed inspection results to the participant and landlord the day of the inspection – inspection information will also be on the Yardi landlord portal
- The contractor will include a self-certification document to be completed by the landlord and participant with all inspection deficiencies with a 30-day repair requirement- The self-certification must be returned to the contractor via email, fax or mail prior to the 30-day expiration – failure to return the self-certification will result in payment to the landlord being placed in abatement. When payments are placed in abatement, MHB HCV cannot go back and pay.
- 24-hour fail inspection items will automatically be rescheduled.

All inspectors will wear a shirt with the company name and have a
Mobile Housing Board contractor badge with their picture.

If you have questions regarding one of these inspectors, you may call
MHB HCV Inspections at 251.434.2251 or QAI at 844-707-1389