

# Addendum #1

## Questions to Ellie-

1. Could you please share how long an HQS inspection typically takes?  
A- An inspection can take anywhere from 15 to 30 minutes, depending on what type of unit and the size.
2. What is the estimated time for a HACM employee to complete one?  
A- An inspection for a HACM employee can take anywhere from 15 to 30 minutes.
3. How many inspections can you usually conduct in a single day?  
A- We can conduct up to 10-12 Inspections in one day.

## General Questions regarding SOW-

1. Will HACM HQS inspections adhere to the Inspire protocol when it is set to go live in October 2025?  
A- Yes, we will follow the update to adhere to the Inspire protocol.
2. Will HACM be providing the updated module in Yardi to align with the new Inspire protocol for HQS inspections?  
A- Yes, we will follow the update to adhere to the Inspire module when required.
3. Could you clarify whether the biennial HQS inspections amount to 1,100 inspections per cycle, resulting in approximately 2,300 inspections annually?  
A- Yes, there are 2300 inspections annually. It can increase with utilization.
4. What is the failure rate for HQS inspections, and how do we manage the process for re-inspections?  
A- Failure rate records do not exist.  
A- The process for a re-inspection begins when HACM receives the failed inspection paperwork; our staff then sends the reason for the failure to the landlord for review and necessary corrections. Landlords are given a two-week period to make the required changes, with the option to request an extension of no more than 30 days. However, if the failure pertains to a health and safety concern, those issues must be addressed immediately.
5. I understand that moves and lease-ups typically represent around 20% of the portfolio—
  - a. What is the anticipated number of moves, special cases, and lease-ups in the upcoming year?  
A- The anticipated number of moves may vary, and lease-up activity is expected to be minimal.

- b. Is HACM experiencing a shortfall, and is there currently an open waitlist?
  - A- No, we are not experiencing a shortfall.
  - A- There is an open Project Based Voucher (PBV) waitlist.
- c. What projections do we have for lease-ups over the next 12 months?
  - A- The projections for lease-ups would be 100 to 200.
- 6. Will HACM retain staff inspectors for HQS inspections and have the vendor provide supplemental support, or will all inspections be 100% outsourced?
  - A- While all inspections will be primarily outsourced, there will still be staff involved in certain aspects of the process. This approach allows us to maintain quality control and ensure that we meet our standards and regulations effectively.
- 7. To accurately determine the cost proposal, could you confirm if our expectations of conducting approximately 2,300 annual inspections, 600 lease-ups, and 700-800 re-inspections would bring us to an annual total of around 3,600 to 4,000 inspections? Does that align with your calculations?
  - A- We currently have around 4,600 vouchers and since inspections are conducted biennially, we perform 2,300 inspections each year. Although this year we anticipate slower lease-ups, we expect to have some due to tenant moves, project-based vouchers, and VASH vouchers. I estimate that there will be approximately 500 to 700 re-inspections.
- 8. What is the anticipated number of inspectors we plan to hire for HQS inspections?
  - A- We plan to hire a single vendor that can provide multiple inspectors to effectively cover all of our anticipated inspections.
- 9. How many years of experience would you like the inspector to have?
  - A- The inspector should have experience conducting inspections; however, we are more focused on their knowledge of the job and its requirements than on the number of years they have been in the field.