



## HOUSING CODE ENFORCEMENT / RHSP **FREQUENTLY ASKED QUESTIONS REGARDING INSPECTIONS**

Planning & Development Department  
Building & Safety Division  
Housing Code Enforcement

- **How do I reach the inspector?**

Inspectors are available by phone at (510) 981-5444 Monday-Friday or in person by appointment.

- **What time will the inspector arrive for the inspection?**

Inspections are scheduled in two time windows. Morning (AM) inspections take place between 9:00am-12:00pm and afternoon (PM) inspections take place between 12:30pm-4:00pm.

- **How can I get a more specific time?**

For a more specific time, contact the assigned inspector prior to 9:00am the morning of the scheduled inspection. Note: Depending on the number of scheduled inspections the inspector may or may not be able to provide a more specific time.

- **Do I need to be present for the inspection?**

It is imperative that the tenant/complainant be present to provide the inspector access to the unit and building's common areas in order for the inspector to be able to fully investigate the conditions of the unit, building and surrounding area. We also strongly encourage property owners to attend the initial inspection as well.

- **How long will the inspection take?**

The amount of time needed to perform the initial inspection is dependent on several factors: The condition of the property, the size of the building and the volume of questions received during the course of the inspection. Typically an initial inspection takes approximately one hour.

- **Can I cancel my Request for Service (Initial Inspection) after having submitted the form?**

The tenant/complainant may cancel the request at any time prior to the initial inspection. The cancellation request may be done by email, phone or by letter via USPS.

- **Who called your office and registered a complaint?**

A copy of the request form filed with this office is included with the Notice of Intent to Inspect. If you did not receive a copy please contact this office to request a copy.

- **I have questions regarding rent. Evictions. Owner access to unit. Tenant/landlord rights.**

Questions regarding rent, evictions and tenant/landlord rights are handled by the Rent Stabilization Board ([www.cityofberkeley.info/rent/](http://www.cityofberkeley.info/rent/)). They are located at 2125 Milvia Street and can be reached by phone at 510-981-RENT (7368) or by email at [rent@cityofberkeley.info](mailto:rent@cityofberkeley.info).

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- **How can I reschedule the initial inspection?**  
 Only the tenant/complainant or City can reschedule the initial inspection. To reschedule the initial inspection the assigned inspector should be contacted at least 24 hours in advance of the inspection. Inspectors are available by phone at (510) 981-5444.
- **What will the inspector be inspecting or looking for?**  
 The inspector will investigate the complaints cited by the tenant/complainant on the Request for Service form and will check for any other violations of the Berkeley Housing Code, inspecting the unit, the building's common areas and the exterior of the property/building. The inspector may inspect any additional concerns that are not listed on the Request for Service Form.
- **Are there any fees associated with the inspection?**  
 There is no fee for the initial inspection. If violations are found and corrected by the first reinspection, there are also no fees. However, if violations are found and are not corrected by the first reinspection the owner may be charged for the first reinspection and each reinspection after that. (Owners should refer to the Fee Schedule included with the Notice of Intent to Inspect and Notice of Initial Inspection.)
- **What happens after the inspection? Will I get a report?**  
 After the initial inspection the inspector will finalize their research and prepare a notice with a report of the violations found. This notice will be mailed to the owner and tenant along with the date of the follow up inspection. If no violations of the Berkeley Housing Code are noted a Notice of Closure/Compliance will be mailed to the owner and tenant.
- **Who can make the repairs? Does the owner have to hire licensed contractors? I don't think the owner is doing the repairs correctly.**  
 The owner has the ability to hire whoever they choose to make the repair(s) and assume liability for the person(s) they choose to hire and the work they do. The Housing Inspector ensures the repairs meet or exceed the minimum standards per California Building Codes.
- **The landlord is trying to make repairs prior to the inspection date. What should I do?**  
 If the owner or their representative(s) provided proper notice to enter the unit as governed under California Civil Code 1954, it is recommended you permit the owner and/or their representative(s) access to make any necessary repairs. Please note that when submitting the Request for Service you either signed or checked that you would allow the owner and/or their representative (with proper notice) access to make repairs.
- **The tenant is not allowing access for the landlord to make repairs. What should I do?**  
 If the owner or their representative(s) provided proper notice to enter the unit as governed under California Civil Code 1954 and the tenant is not allowing access to do the repairs, the owner should provide proof that the minimum required notification was given to the tenant and a third-party government agency report or statement of tenant's refusal. Such proof should include a copy of the original 24-hour notice to enter, a dated photo showing the "24-hour notice posting" posted on the door of the unit the day before the scheduled repair work and a police report or written affirmation from a City Official or employee stating that the tenant denied access.