



BACK @ HOME
NORTH CAROLINA



Back@Home-CV Unit Requirements



There are 3 key partners in the process.

Socialserve completes Debarment and Rent Reasonableness checks and schedules the inspections

Inspection company completes inspections- goal is within 48 hours

NCCEH staff offer support to rehousing agencies if there is more support needed to understand the process



Each unit that receives rental assistance from a rehousing agency must meet three requirements.

1. Debarment Check
2. Rent Reasonableness Check
3. Passed HUD Housing Quality Standards (HQS) Inspection or Habitability Inspection



The Debarment check makes sure we are paying the right person.

Socialserve staff will verify that the owner listed by the rehousing agency is the actual owner of the property.

Information needed to complete:

- Name of the individual who is the owner

- Name of the owner's business if applicable



The rent reasonableness check needs to be met to use rental assistance resources.

Socialserve staff will do a market analysis to compare to comparable rental units for rent reasonableness.

Information needed to complete:

- Monthly rental rate

- Size of the unit (studio, 1 bdr, etc.)

- Type of unit (duplex, apartment, mobile home, etc.)



Shared Housing

Shared housing is where multiple households have private bedrooms and share common areas, bathrooms, and cooking facilities:

1. The household being assisted with ESG rental assistance must have its own separate lease with the property owner to be considered a separate household for the purposes of ESG eligibility (note: subleases are not allowed under ESG).
2. The unit must meet inspection or habitability requirements for Back@Home-CV
3. All housing for which leasing or rental assistance payments are made must meet rent reasonableness standards.



Let's walk through some shared housing scenarios for determining rent reasonableness.

Scenario 1: Three-bedroom house, three adult roommates, all Back@Home-CV clients. In this case, the full unit rent must be within the allowable three-bedroom rent for the county and the utility allowance for each client is the three-bedroom utility allowance divided by 3.

Scenario 2: Three-bedroom house, only one bedroom occupied by a Back@Home-CV client. If, for example, this unit is in New Hanover County, the three-bedroom comparable rent rate in New Hanover County is \$1404 for a 3-bedroom unit. The Back@Home-CV client's allowable rent is \$1404 divided by 3 or \$468. The Back@Home-CV client's utility allowance is the three-bedroom utility allowance divided by 3.



Sometimes shared housing can be a Single Room Occupancy (SRO).

To qualify as an SRO, the shared housing situation must have the following characteristics:

1. There is only one person per bedroom.
2. Each household holds a separate lease.
3. All bedrooms in the housing unit must qualify as SROs. e.g. There's a four-bedroom house in which one household holds a separate lease, but two households share leases for multiple bedrooms, none of the units qualify as SROs. Or if one bedroom has multiple people living in it, none of the bedrooms qualify as SROs.



Inspections help the program to know that the units meet quality standards.

Two options for Back@Home

1. Rehousing Agency completes a Habitability Inspection
2. Rehousing Agency submits unit to Socialserve who contact inspector to do HQS Inspection

We recommend HQS inspections whenever possible as they are more thorough and allow for easier transition to PSH or vouchers in future.

Information needed to complete:

Unit address

Contact for scheduling inspection (owner, property manager, tenant)

Utilities need to turned on for HQS inspections

Type of property

Number of bedrooms



Submitting a Unit Support Request

Requests for unit support are coordinated through Smartsheet.

Rehousing agencies will have links to the form in the resource portal

Rehousing agencies will submit completed form

Socialserve will receive the information and complete the checks

Rehousing agency will identify key staff who can access spreadsheet to:

- Gather documentation for requisitions

- View status of units in the process



Back@Home- CV Resource Portal

The screenshot displays the Back@Home-CV Resource Portal. At the top left is the logo for Back@Home North Carolina, which consists of a stylized house with a star inside, set against a background of three concentric arches. To the right of the logo is the main heading "Back@Home-CV Forms and Links". Below this heading is a section titled "Back@Home Policies and Procedures". This section contains five dark blue rectangular buttons with white text: "ELIGIBILITY AND PRIORITIZATION", "ELIGIBLE EXPENSES UPDATED 01.21.21", "NC ESG DESK GUIDE", "PROGRAM STANDARDS", and "PROGRAM POLICIES AND HANDBOOK UPDATED 11.6.20". Below these buttons is another button labeled "CRF AWARD REPORTING AND BILLING GUIDANCE". At the bottom of the page is a section titled "Rehousing Agency Information". The browser's address bar shows "Back@Home-CV Resource Portal" and the search bar contains the word "resource".



Scroll Down to Find Unit Support


The screenshot displays the 'Back@Home-CV Resource Portal' website. The page features a dark blue header with the 'BACK@HOME' logo and a search bar containing the text 'resource'. Below the header, a navigation bar includes an 'Edit' button, a 'See the new look' button, and the page title 'Back@Home-CV Resource Portal'. The main content area is titled 'Unit Support' and contains a large dark blue button with the text 'REQUEST INSPECTION, DEBARMENT, AND FMR/RENT REASONABLENESS CHECK'. Below this, a section titled 'Unit Support Reference' contains a grid of eight dark blue buttons with white text: 'NC HOUSING SEARCH', 'HOUSING QUALITY STANDARDS (HQS) INSPECTION REQUIREMENTS', 'HABITABILITY INSPECTION REQUIREMENTS', 'RENT REASONABLENESS FORM', 'UNIT DOCUMENTATION WORKFLOW', 'HOUSING ASSISTANCE PAYMENT (HAP) AGREEMENT', 'LANDLORD INCENTIVE SAMPLE ADDITIONAL DEPOSIT AGREEMENT', 'LANDLORD INCENTIVE SAMPLE SIGNING BONUS AGREEMENT', and 'UNIT SUPPORT SMARTSHEET- ONLY ACCESSIBLE TO SHARED USER'. A vertical sidebar on the left contains icons for home, notifications, folders, clock, star, plus, grid, refresh, and user profile. A decorative graphic of a rainbow with a star is located in the bottom right corner.

To submit requests to Socialserve

The screenshot displays the 'Back@Home-CV Resource Portal' website. The main heading is 'Unit Support'. A red circle highlights a button labeled 'REQUEST INSPECTION, DEBARMENT, AND FMR/RENT REASONABLENESS CHECK'. Below this is a 'Unit Support Reference' section containing several buttons: 'NC HOUSING SEARCH', 'HOUSING QUALITY STANDARDS (HQS) INSPECTION REQUIREMENTS', 'HABITABILITY INSPECTION REQUIREMENTS', 'RENT REASONABLENESS FORM', 'UNIT DOCUMENTATION WORKFLOW', 'HOUSING ASSISTANCE PAYMENT (HAP) AGREEMENT', 'LANDLORD INCENTIVE SAMPLE ADDITIONAL DEPOSIT AGREEMENT', 'LANDLORD INCENTIVE SAMPLE SIGNING BONUS AGREEMENT', and 'UNIT SUPPORT SMARTSHEET- ONLY ACCESSIBLE TO SHARED USER'. The browser address bar shows 'Back@Home-CV Resource Portal' and a search bar with the text 'resource'.



Request Form


Unit Support Request COVID

Rehousing Agencies can use this form to request support for units for the Back@Home program. The units will be submitted to Socialserve, and Socialserve staff will notify the point of contact once the services are completed or if there are issues.


HQS Inspections are no longer required but strongly recommended and free to rehousing agencies.

Is this unit a hotel or motel? *

Select

Send me a copy of my responses

Submit

Powered by  smartsheet
[Privacy Notice](#) | [Report Abuse](#)



Hotels/Motels



Unit Support Request COVID

Rehousing Agencies can use this form to request support for units for the Back@Home program. The units will be submitted to Socialserve, and Socialserve staff will notify the point of contact once the services are completed or if there are issues.

HQS Inspections are no longer required but strongly recommended and free to rehousing agencies.

Is this unit a hotel or motel? *

yes

Please Stop and Exit the Form
Hotels and motels do not need to be submitted through this form. Hotels/motels must be under the \$75.10/night rate (or approved through waiver) and rehousing agencies must complete a habitability inspection.

Send me a copy of my responses

[Submit](#)

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[Privacy Notice](#) | [Report Abuse](#)



Rehousing Agency Point of Contact



Unit Support Request COVID

Rehousing Agencies can use this form to request support for units for the Back@Home program. The units will be submitted to Socialserve, and Socialserve staff will notify the point of contact once the services are completed or if there are issues.

HQS Inspections are no longer required but strongly recommended and free to rehousing agencies.

Is this unit a hotel or motel? *

no

Rehousing Agency Point of Contact

Point of Contact Name *

Point of Contact Email *

Rehousing Agency *

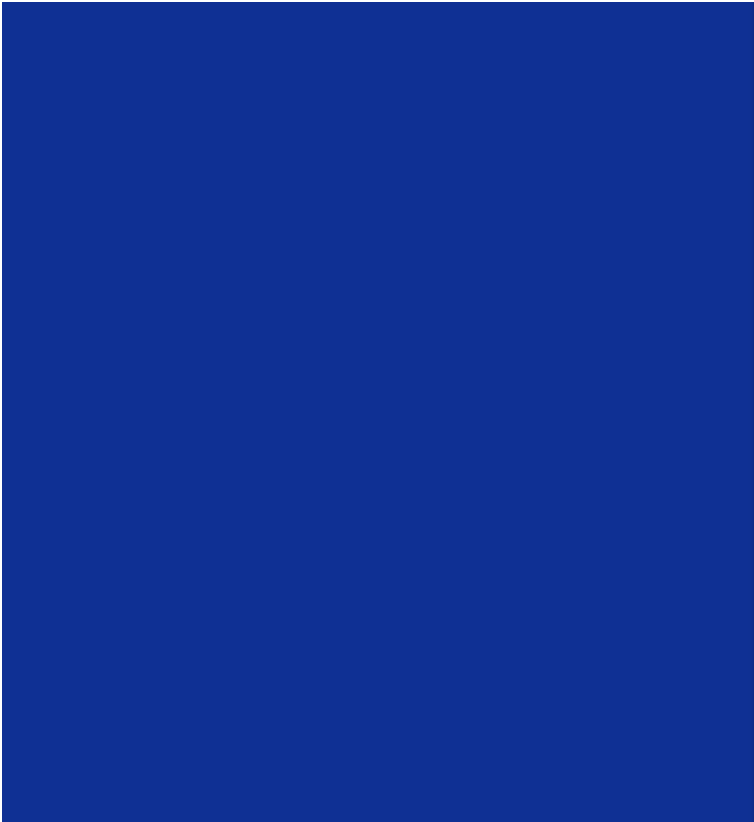
Select

Point of Contact Phone Number *

Unit Information



Unit Information



Unit Information

Client's HMIS or Comparable Database Number *

Property Name *
Write N/A if there is not a property name.

Unit Location County *

Unit Street Address *

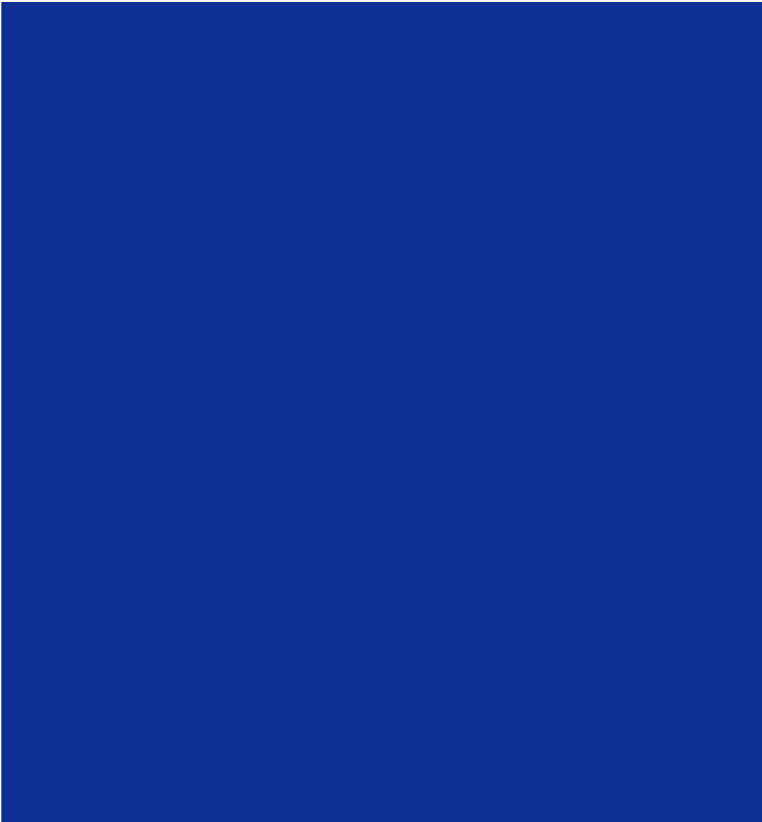
City *

Zipcode *

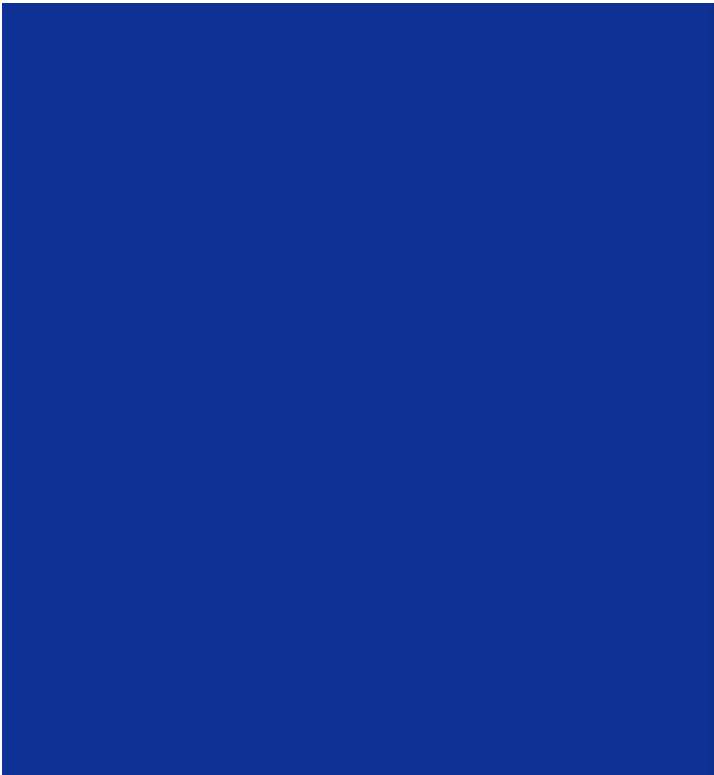
Year Built *

Square Footage *

How many children under 6 are included in this household? *



Unit Information Continued



Year Built *

Square Footage *

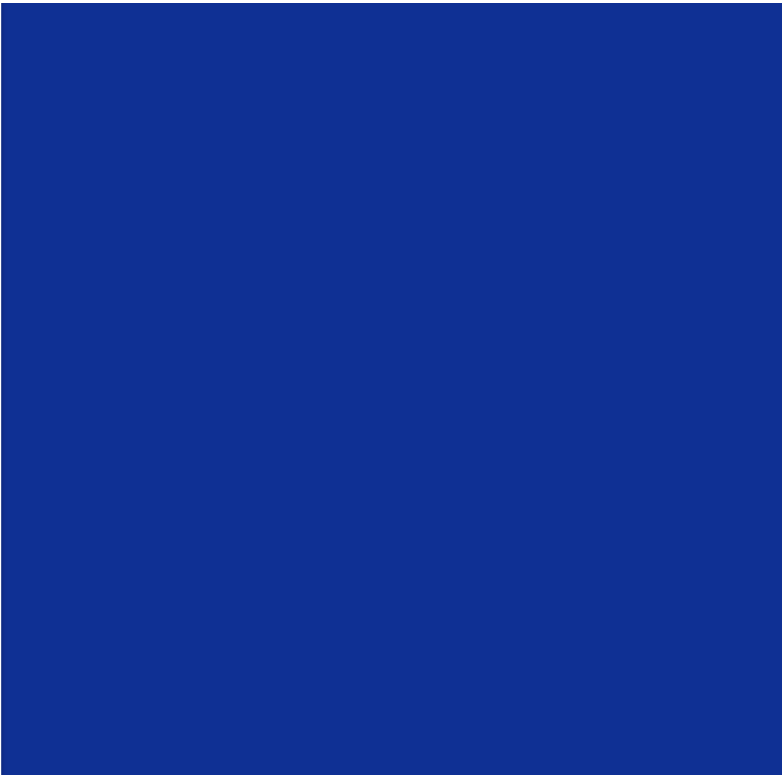
How many children under 6 are included in this household? *

Name of Property Owner *
This should be an individual name (i.e. John Smith)

Property Owner Business Name *
This should be the name of the property owner's company (i.e. ABC Properties). If there is not a company name, write N/A.

Property Owner Cell Phone *

Property Owner Landline *
Write N/A if no landline available.



Debarment Check



Debarment Check

Name of Property Owner *

This should be an individual name (i.e. John Smith)

Property Owner Business Name *

This should be the name of the property owner's company (i.e. ABC Properties). If there is not a company name, write N/A.

Property Owner Cell Phone *

Property Owner Landline *

Write N/A if no landline available.

Debarment Check

Debarment checks allow us to ensure that we are paying the correct person for the unit.

Does the unit need a debarment check? *

Inspection



HQS Inspection

Inspection

In order for inspections to be scheduled, all questions must be answered.

If a unit does not currently have utilities turned on but will need an HQS inspection, indicate yes under "Does the unit need inspection?" and no under "Are utilities currently on?" Socialserve will then hold inspection until you contact them that utilities are turned on.

Does the unit need inspection? *

Are utilities currently on?

Contact for Inspection

Property Manager Name

This should be an individuals name (i.e. John Smith)

Property Manager Business Name

This should be the name of the property management company (i.e. ABC Property Mgt Inc.). If there is not a company name, write N/A.

Property Manager Cell Phone

Property Manager Landline

Write N/A if no landline available.

Tenant Name *

Tenant Phone Number *

Rent Reasonableness Check

Rent Reasonableness Check

In order for units to be checked for Rent Reasonableness, all questions must be answered.

Does the unit need a Rent Reasonableness check? *

Rent Rate

Are any utilities included in the rent?


Size of Unit

Studio, 1 BDR, 2 BDR, etc.

Type of unit

Additional Comments

Send me a copy of my responses

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Submit!

Rent Reasonableness Check

In order for units to be checked for Rent Reasonableness, all questions must be answered.

Does the unit need a Rent Reasonableness check? *

No

Rent Rate

Are any utilities included in the rent?

Select

Size of Unit

Studio, 1 BDR, 2 BDR, etc.


Type of unit

Select

Additional Comments

Send me a copy of my responses

Submit

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Where did my request go?

Back@Home-CV Resource Portal

Unit Support

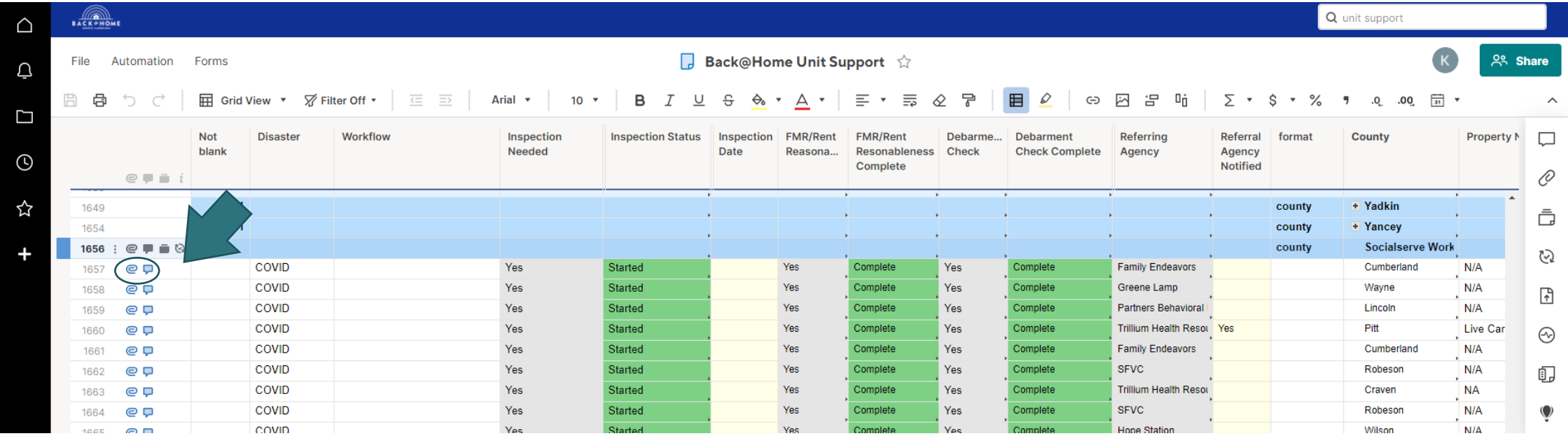
REQUEST INSPECTION, DEBARMENT, AND FMR/RENT REASONABLENESS CHECK

Unit Support Reference

- NC HOUSING SEARCH
- HOUSING QUALITY STANDARDS (HQS) INSPECTION REQUIREMENTS
- HABITABILITY INSPECTION REQUIREMENTS
- RENT REASONABLENESS FORM
- UNIT DOCUMENTATION WORKFLOW
- HOUSING ASSISTANCE PAYMENT (HAP) AGREEMENT
- LANDLORD INCENTIVE SAMPLE ADDITIONAL DEPOSIT AGREEMENT
- LANDLORD INCENTIVE SAMPLE SIGNING BONUS AGREEMENT
- UNIT SUPPORT SMARTSHEET- ONLY ACCESSIBLE TO SHARED USER



Scroll Down Under the Blue



The screenshot shows a spreadsheet interface for 'Back@Home Unit Support'. The spreadsheet has a blue header row and a blue highlight on row 1656. A green arrow points from the blue highlight down to row 1657. The spreadsheet columns include: Not blank, Disaster, Workflow, Inspection Needed, Inspection Status, Inspection Date, FMR/Rent Reasona..., FMR/Rent Reasonableness Complete, Debarment Check, Debarment Check Complete, Referring Agency, Referral Agency Notified, format, County, and Property M. The rows contain data for various units, including COVID cases and inspections.

	Not blank	Disaster	Workflow	Inspection Needed	Inspection Status	Inspection Date	FMR/Rent Reasona...	FMR/Rent Reasonableness Complete	Debarment Check	Debarment Check Complete	Referring Agency	Referral Agency Notified	format	County	Property M
1649													county	+ Yadkin	
1654													county	+ Yancey	
1656													county	Socialserve Work	
1657		COVID		Yes	Started		Yes	Complete	Yes	Complete	Family Endeavors			Cumberland	N/A
1658		COVID		Yes	Started		Yes	Complete	Yes	Complete	Greene Lamp			Wayne	N/A
1659		COVID		Yes	Started		Yes	Complete	Yes	Complete	Partners Behavioral			Lincoln	N/A
1660		COVID		Yes	Started		Yes	Complete	Yes	Complete	Trillium Health Resou	Yes		Pitt	Live Car
1661		COVID		Yes	Started		Yes	Complete	Yes	Complete	Family Endeavors			Cumberland	N/A
1662		COVID		Yes	Started		Yes	Complete	Yes	Complete	SFVC			Robeson	N/A
1663		COVID		Yes	Started		Yes	Complete	Yes	Complete	Trillium Health Resou			Craven	N/A
1664		COVID		Yes	Started		Yes	Complete	Yes	Complete	SFVC			Robeson	N/A
1665		COVID		Yes	Started		Yes	Complete	Yes	Complete	Hone Station			Wilson	N/A



Speech Bubble is for comments

The screenshot shows a spreadsheet interface for 'Back@Home Unit Support'. The spreadsheet has columns for 'Not blank', 'Disaster', 'Workflow', 'Inspection Needed', 'Inspection Status', 'Inspection Date', 'FMR/Rent Reasona...', 'FMR/Rent Resonableness Complete', 'Debarment Check', 'Debarment Check Complete', and 'Referring Agency'. Row 1657 is highlighted and has a speech bubble icon in the 'Not blank' column. The 'Conversations' sidebar on the right shows two comments from Kailee Stein: 'Uploaded tax record, debarment, and analysis. Notified Chassity to schedule inspection.' (22 hours ago) and 'Per Chassity; LM.' (21 hours ago).

	Not blank	Disaster	Workflow	Inspection Needed	Inspection Status	Inspection Date	FMR/Rent Reasona...	FMR/Rent Resonableness Complete	Debarment Check	Debarment Check Complete	Referring Agency
1649	1										
1654	1										
1656											
1657		COVID		Yes	Started		Yes	Complete	Yes	Complete	Family Endea
1658		COVID		Yes	Started		Yes	Complete	Yes	Complete	Greene Lamp
1659		COVID		Yes	Started		Yes	Complete	Yes	Complete	Partners Beha
1660		COVID		Yes	Started		Yes	Complete	Yes	Complete	Trillium Health
1661		COVID		Yes	Started		Yes	Complete	Yes	Complete	Family Endea
1662		COVID		Yes	Started		Yes	Complete	Yes	Complete	SFVC
1663		COVID		Yes	Started		Yes	Complete	Yes	Complete	Trillium Health
1664		COVID		Yes	Started		Yes	Complete	Yes	Complete	SFVC
1665		COVID		Yes	Started		Yes	Complete	Yes	Complete	Haze Station



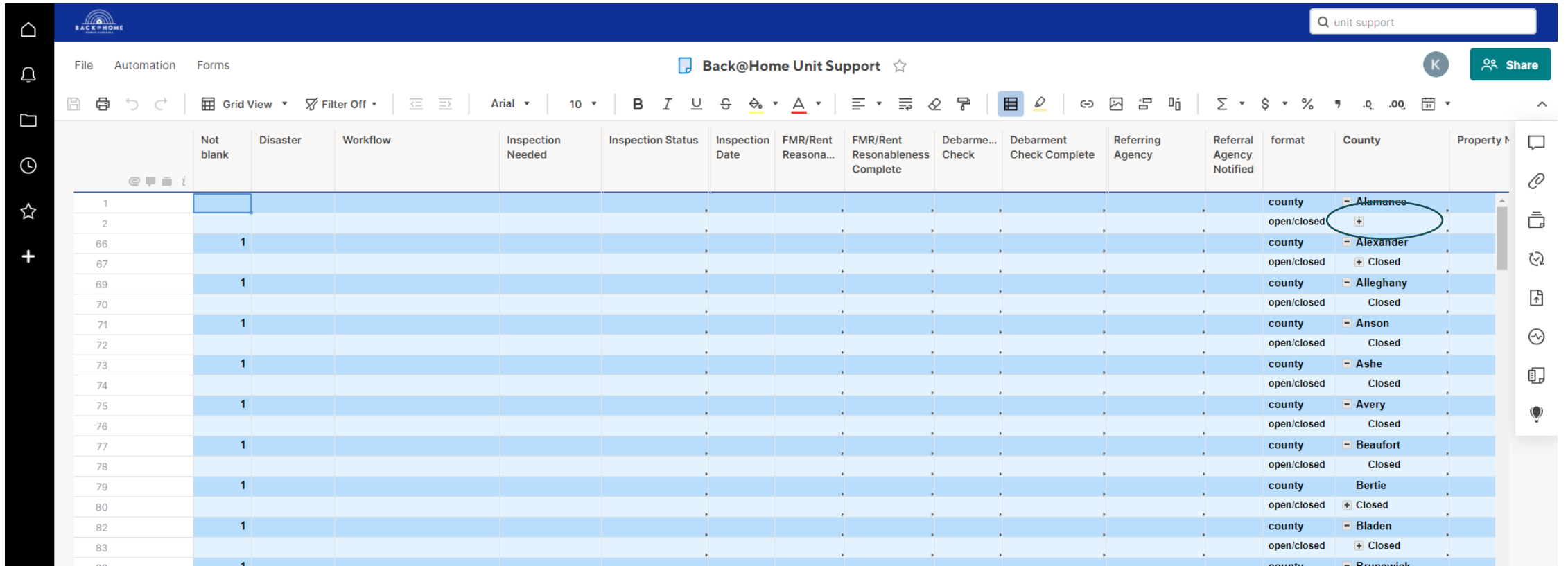
Paperclip is for documentation

The screenshot shows a Microsoft Excel spreadsheet titled "Back@Home Unit Support". The spreadsheet has columns for "Not blank", "Disaster", "Workflow", "Inspection Needed", "Inspection Status", "Inspection Date", "FMR/Rent Reasona...", "FMR/Rent Resonableness Complete", "Debarment Check", "Debarment Check Complete", and "Referring Agency". The rows are numbered 1649 to 1667. Row 1663 is highlighted in blue. The "Attachments" sidebar on the right shows three PDF files: "Analysis- [redacted] Oaks Dr..pdf", "Debarment- [redacted] Dr. .p...", and "Tax Record- [redacted] Dr..pdf".

	Not blank	Disaster	Workflow	Inspection Needed	Inspection Status	Inspection Date	FMR/Rent Reasona...	FMR/Rent Resonableness Complete	Debarment Check	Debarment Check Complete	Referring Agency
1649	1										
1654	1										
1656											
1657		COVID		Yes	Started		Yes	Complete	Yes	Complete	Family Endea
1658		COVID		Yes	Started		Yes	Complete	Yes	Complete	Greene Lamp
1659		COVID		Yes	Started		Yes	Complete	Yes	Complete	Partners Beh
1660		COVID		Yes	Started		Yes	Complete	Yes	Complete	Trillium Health
1661		COVID		Yes	Started		Yes	Complete	Yes	Complete	Family Endea
1662		COVID		Yes	Started		Yes	Complete	Yes	Complete	SFVC
1663		COVID		Yes	Started		Yes	Complete	Yes	Complete	Trillium Health
1664		COVID		Yes	Started		Yes	Complete	Yes	Complete	SFVC
1665		COVID		Yes	Started		Yes	Complete	Yes	Complete	Hope Station
1666		COVID		Yes	Started		Yes	Complete	Yes	Complete	Johnston-Lee
1667		COVID		Yes	Started		Yes	Complete	Yes	Complete	SFVC

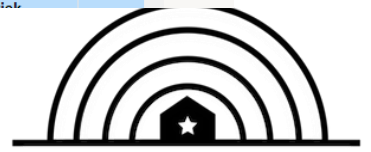


Blue lines at top are for archived units



The screenshot shows a spreadsheet interface for 'Back@Home Unit Support'. The top header bar is dark blue with the 'BACK@HOME' logo on the left and a search bar on the right containing 'unit support'. Below the header is a menu bar with 'File', 'Automation', and 'Forms'. The main toolbar includes icons for grid view, filter, font settings (Arial, 10), bold, italic, underline, and other editing tools. The spreadsheet has columns for 'Not blank', 'Disaster', 'Workflow', 'Inspection Needed', 'Inspection Status', 'Inspection Date', 'FMR/Rent Reasona...', 'FMR/Rent Resonableness Complete', 'Debarment Check', 'Debarment Check Complete', 'Referring Agency', 'Referral Agency Notified', 'format', 'County', and 'Property M'. The first few rows (1, 2, 66, 67, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 82, 83) are highlighted in light blue, indicating they are archived units. The 'County' column for these rows lists various counties: Allemane, Alexander, Closed, Alleghany, Anson, Closed, Ashe, Closed, Avery, Closed, Beaufort, Bertie, Closed, Bladen, Closed, and Brunswick. A red circle highlights the 'Allemane' county entry in row 1.

	Not blank	Disaster	Workflow	Inspection Needed	Inspection Status	Inspection Date	FMR/Rent Reasona...	FMR/Rent Resonableness Complete	Debarment Check	Debarment Check Complete	Referring Agency	Referral Agency Notified	format	County	Property M
1													county	- Allemane	
2													open/closed	+ Closed	
66	1												county	- Alexander	
67													open/closed	+ Closed	
69	1												county	- Alleghany	
70													open/closed	Closed	
71	1												county	- Anson	
72													open/closed	Closed	
73	1												county	- Ashe	
74													open/closed	Closed	
75	1												county	- Avery	
76													open/closed	Closed	
77	1												county	- Beaufort	
78													open/closed	Closed	
79	1												county	Bertie	
80													open/closed	+ Closed	
82	1												county	- Bladen	
83													open/closed	+ Closed	
84	1												county	- Brunswick	



Once county is open, you can see archives

BACK@HOME

unit support

File Automation Forms

Back@Home Unit Support ☆

Grid View Filter Off

Arial 9

B I U

Back@Home Unit Support

Share

	Not blank	Disaster	Workflow	Inspection Needed	Inspection Status	Inspection Date	FMR/Rent Reasona...	FMR/Rent Resonableness Complete	Debarme... Check	Debarment Check Complete	Referring Agency	Referral Agency Notified	format	County	Property N
1													county	Alamance	
2													open/closed		
3		COVID		No	N/A		No	N/A	Yes	Complete	Family Abuse Serv	Yes		Alamance Cou	N/A
4		COVID		No	N/A		No	N/A	Yes	Complete	Family Abuse Serv	Yes		Alamance Cou	N/A
5		COVID		No	N/A		No	N/A	Yes	Complete	Family Abuse Serv	Yes		Alamance Cou	N/A
6		COVID		No			No	N/A	Yes	Complete	Family Abuse Serv	Yes		Alamance Cou	N/A
7		COVID		No			No	N/A	Yes	Complete	Family Abuse Serv	Yes		Alamance Cou	N/A
8		COVID		No	N/A		No	N/A	Yes	Complete	Family Abuse Serv	Yes		Alamance Cou	Cannon
9		COVID		No	N/A		No	N/A	Yes	Complete	Family Abuse Serv	Yes		Alamance Cou	Cliffon P



Habitability Inspection

The screenshot displays the 'Back@Home-CV Resource Portal' interface. At the top, there is a search bar with the text 'resource' and a 'Share' button. Below the search bar, the page title 'Unit Support' is centered. A large blue button on the left side of the page reads 'REQUEST INSPECTION, DEBARMENT, AND FMR/RENT REASONABLENESS CHECK'. Below this, the 'Unit Support Reference' section contains a grid of nine blue buttons with white text. The button for 'HABITABILITY INSPECTION REQUIREMENTS' is circled in green. The other buttons in the grid are: 'NC HOUSING SEARCH', 'HOUSING QUALITY STANDARDS (HQS) INSPECTION REQUIREMENTS', 'RENT REASONABLENESS FORM', 'UNIT DOCUMENTATION WORKFLOW', 'HOUSING ASSISTANCE PAYMENT (HAP) AGREEMENT', 'LANDLORD INCENTIVE SAMPLE ADDITIONAL DEPOSIT AGREEMENT', 'LANDLORD INCENTIVE SAMPLE SIGNING BONUS AGREEMENT', and 'UNIT SUPPORT SMARTSHEET- ONLY ACCESSIBLE TO SHARED USER'. A vertical sidebar on the left contains navigation icons: a home icon, a bell icon, a folder icon, a clock icon, a star icon, a plus sign, a grid icon, a refresh icon, and a user profile icon.

Back@Home-CV Resource Portal

Unit Support

REQUEST INSPECTION, DEBARMENT, AND FMR/RENT REASONABLENESS CHECK

Unit Support Reference

NC HOUSING SEARCH

HOUSING QUALITY STANDARDS (HQS) INSPECTION REQUIREMENTS

HABITABILITY INSPECTION REQUIREMENTS

RENT REASONABLENESS FORM

UNIT DOCUMENTATION WORKFLOW

HOUSING ASSISTANCE PAYMENT (HAP) AGREEMENT

LANDLORD INCENTIVE SAMPLE ADDITIONAL DEPOSIT AGREEMENT

LANDLORD INCENTIVE SAMPLE SIGNING BONUS AGREEMENT

UNIT SUPPORT SMARTSHEET- ONLY ACCESSIBLE TO SHARED USER



Habitability Inspection

Resources and assistance to support HUD's community partners

NEED HOUSING ASSISTANCE?

Email Updates

Log In



HUD EXCHANGE

Programs ▾

Resources ▾

Trainings

Program Support ▾

Grantees ▾

News



ESG Minimum Habitability Standards for Emergency Shelters and Permanent Housing

Date Published: April 2014

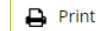
Description

The Emergency Solutions Grants (ESG) Program interim rule, at 24 CFR 576.403, establishes minimum standards for safety, sanitation, and privacy in emergency shelters funded with ESG, and minimum habitability standards for permanent housing funded under the Rapid Re-housing and Homelessness Prevention components of ESG. This document explains when the minimum standards apply. Note: This document does not describe how to conduct an inspection, nor does it address the lead-based paint requirements, which can be found at 24 CFR part 35.

Accompanying the habitability standards are checklists, which offer an optional format for documenting compliance with the appropriate standards.

Resource Links

- [ESG Minimum Habitability Standards for Emergency Shelters and Permanent Housing \(PDF\)](#)
- [ESG Minimum Habitability Standards for Emergency Shelters and Permanent Housing: Checklists \(DOCX\)](#)



Print



ShareThis

Author Organization

HUD

Resource Approver

HUD Approved



Questions?

Socialserve contact: inspections@socialserve.com

NCCEH Team: Backathome@ncceh.org

