



Housing Choice Voucher Program

TO: Owners/Agents
FROM: Justin C. Davis, Vice President of the Housing Choice Voucher Program
DATE: May 25, 2022
SUBJECT: Housing Choice Voucher Inspections

Columbus Metropolitan Housing Authority (CMHA) has contracted with CGI Federal (CGI) to administer CMHA's Housing Choice Voucher Program. Effective June 1, 2022 CGI will begin conducting Housing Quality Standard (HQS) inspections on CMHA's behalf. CGI will be adhering to all existing CMHA policies in regards to the completion, timing, and consequences of non-compliance to HQS guidelines.

For safety purposes, all CGI inspectors will have an identification badge and wear a CGI polo shirt for identification purposes.

How to Contact CGI

If you have any questions or concerns related to a scheduled inspection, we encourage you to contact CGI first by email at:

- Inspections - cmha.inspections@housing.systems
- Landlord - cmha.landlord@housing.systems

For any emergencies or general inspection-related questions, you can reach a CGI Inspections Coordinator at the following number: 833-378-2220

If you need to leave a message, someone will return your call within 24 hours.

Type of Inspections

1. Initial - new resident or property.
2. Annual - confirms the ongoing compliance of the property.
3. Emergency - responding to a potentially life threatening condition.
4. Reinspections - A follow-up inspection to confirm repairs.
5. Special/Complaint – responding to complaint or special consideration
6. Quality Control – conducting quality control of previously completed inspections

Owners/Agents and participants will be notified of Annual and any other Reinspections by U.S. Mail from CGI. Emergency and Initial Inspections will be scheduled by CGI's Inspection Coordinator via phone or email.

Inspection Highlights

Inspections will be scheduled within blocks from 8:00AM to 12:00PM, and 12:00PM to 5:00PM.



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A person at least 18 years of age must be at the residence during the inspection. It is the responsibility of the tenant to be present at all inspections except for Initials. Owner/Agent representatives are responsible for entry at Initial Inspections.

Units must be clean, vacant and utilities must be on prior to the Initial Inspection. The inspector will test each outlet to confirm it is properly wired, has power and is grounded if required. GFIs will be shorted with a tester to confirm that they are operational.

The property condition is not scored as with a passing grade. A single failed item causes the property to fail.

Beginning June 1, 2022 you should contact CGI with any HQS inspection questions. We appreciate your patience during this transition and we look forward to working with you.