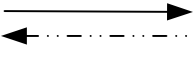## Session 1:   Housing Code Enforcement – Tenant Housing Inspection Request To-Be Business Process
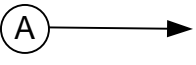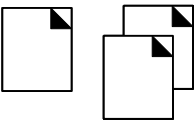
Symbol Legend

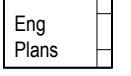Customer symbol: indicates an internal or external customer coming onsite to initiate or receive services.

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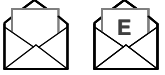
Decision tree symbol: indicates Y / N options or decision in a business process.

Directional arrow: indicates the direction of a process on steps going forward, a dashed line indicates a feedback loop.

Electronic process directional arrow: indicates a process that is carried out electronically via workflow automation.

Continuation Symbol: Indicates when a process is broken on a single page, continues onto another page, or from a previous page.

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Existing database symbol: indicates an existing DB and / or a commercial off-the-shelf / custom developed application.

USB Flash Drive symbol: indicates the use of a thumb drive to backup or store data.

Vertical file, box, binder and CD-ROM symbols: indicates existing hardcopy file storage, onsite / offsite document archives, or electronic file storage.

Credit Card, Check and Currency Symbols

Digital Camera Symbol: indicates phots taken with a digital device.

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7 Martha Ramos	Office Specialist III		MRamos@berkeleyca.gov
8. Andre Kidd	Office Specialist II		AKidd@berkeleyca.gov
9. Julie Slivinski			JSlivinski@berkeleyca.gov
10. Aymee Barajas	ThirdWave PM	310-804-7565	abarajas@thirdwavecorp.com
11. Roy Hernandez	Enterprise Architect	310-804-7565	roy.hernandez@thirdwavecorp.com

Session 1: Housing Code Enforcement – Tenant Housing Inspection Request To-Be Business Process

Initiate Inspection Request — 1

Tenant
- Log into portal
- Create account if they don't already have one
- Provide address dropdown or way to verify address matches the address in the system
- Create RFS number
- Agree to disclaimer notice

Initiate Hardcopy Inspection Request — 2

Tenant, Admin Staff
- Fill out and submit an inspection request in hardcopy either mailed, in person, over the phone, or emailed PDF
- Enter data into HIS
- If RFS incomplete, close the request. Send auto email to Tenant

Review, Verify, & Assign — 3

Admin Staff
- Check request for completion
- Provide ability to verify a valid address and unit numbers
- Provide ability to verify an existing case based on property address
- Provide ability for system to assign Area Inspector
- If RFS incomplete, close the request. Send auto notification to Tenant

Active Case? — 4

Contact Complainant — 9

Housing Inspector
- Calls complainant if immediate life safety hazards suspected

Immediate life safety hazard, verified? — 10

Create New Case Number — 5

Admin Staff, System
- Provide ability to create a new case number after verifying there is no existing case
- Use HIS Excel to log and track cases
- Case will include data verified from RFS
- Provide ability for the system to close out the RFS when a new case number is created
- Download Real Quest Report, for property address, to HIS documents

Notify Area Inspector — 6

Admin Staff, System
- Provide ability to notify Inspector with auto notification to schedule initial inspection
- Provide ability to schedule initial inspection activity into Inspectors' Outlook calendar
- Provide ability for software to enter a schedule inspection activity to software for Area Inspector for the next business day

Immed. Life Safety Hazard — 7

Schedule Inspection within 10 Days — 11

Housing Inspector
- Inspection scheduled within 10 days

Schedule Inspection within 3 Days — 12

Housing Inspector
- Inspection scheduled within 3 days

Inspection is Scheduled — 8

Housing Inspector, Admin Staff
- Inspector receives schedule inspection notification from HIS workflow
- Reviews and makes phone calls, if necessary
- Inspection is scheduled by assigned Inspector
- Provide ability for software to enter inspection into Inspector's Outlook calendar
- Provide ability for software to recognize initial inspection and forward auto notification of the Intent to Inspect Letter to Admin for review

Process Intent to Inspect Letter — 17

Admin Staff
- Verify and edit information Intent to Inspect Letter in the HIS database, which will be a template stored in HIS
- Print and mail to each recipient on letter

Email & Update Existing Case — 13

Admin Staff
- Provide ability to save RFS documents in existing Housing Case in HIS
- Provide ability to auto notify assigned Inspector
- Provide ability for the system to close out the RFS

Inspector Review — 14

Inspector
- Review new RFS in HIS Accela, Adobe, or Outlook and existing case
- Review location in GIS
- Phone call or email, if necessary

Sched. Courtesy Inspection — 15

Continue Existing Enforcement — 16

Inspector
- Inspector Staff resumes enforcement under existing case
- Inspector enters activity results in HIS
- Inspector to have option to add email to documents

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Session 1: Housing Code Enforcement – Tenant Housing Inspection Request To-Be Business Process

1. Initiate Inspection Request

HIS Portal / GIS / E-Inspect. Request

Tenant
- Log into portal
- Create account if they don't already have one
- Provide address dropdown or way to verify address matches the address in the system
- Create RFS number
- Agree to disclaimer notice

2. Initiate Hardcopy Inspection Request

Tenant, Admin Staff
- Fill out and submit an inspection request in hardcopy either mailed, in person, over the phone, or emailed PDF
- Enter data into HIS
- If RFS incomplete, close the request. Send auto email to Tenant

3. Review, Verify, & Assign

Admin Staff
- Check request for completion
- Provide ability to verify a valid address and unit numbers
- Provide ability to verify an existing case based on property address
- Provide ability for system to assign Area Inspector
- If RFS incomplete, close the request. Send auto notification to Tenant

4. Active Case?

9. Contact Complainant

Housing Inspector
- Calls complainant if immediate life safety hazards suspected

10. Immediate life safety hazard, verified?
- No → Schedule Inspection within 10 Days
- Yes → Schedule Inspection within 3 Days

11. Schedule Inspection within 10 Days

Housing Inspector
- Inspection scheduled within 10 days

12. Schedule Inspection within 3 Days

Housing Inspector
- Inspection scheduled within 3 days

5. Create New Case Number

Real Quest / Real Quest / HIS

Admin Staff, System
- Provide ability to create a new case number after verifying there is no existing case
- Use HIS to log and track cases
- Case will include data verified from RFS
- Provide ability for the system to close out the RFS when a new case number is created
- Download Real Quest Report, for property address, to HIS documents

6. Notify Area Inspector

E / Outlook / HIS

Admin Staff, System
- Provide ability to notify Inspector with auto notification to schedule initial inspection
- Provide ability to schedule initial inspection activity into Inspectors' Outlook calendar
- Provide ability for software to enter a schedule inspection activity to software for Area Inspector for the next business day

7. Immed. Life Safety Hazard
- Yes → Process Intent to Inspect Letter
- No → Inspection is Scheduled

8. Inspection is Scheduled

E-Inspect. Request / GIS / Outlook / HIS

Housing Inspector, Admin Staff
- Inspector receives schedule inspection notification from HIS workflow
- Reviews and makes phone calls, if necessary
- Inspection is scheduled by assigned Inspector
- Provide ability for software to enter inspection into Inspector's Outlook calendar
- Provide ability for software to recognize initial inspection and forward auto notification of the Intent to Inspect Letter to Admin for review

17. Process Intent to Inspect Letter

Intent To Inspect. / Intent To Inspect. / HIS / Outlook

Admin Staff
- Verify and edit information Intent to Inspect Letter in the HIS database, which will be a template stored in HIS
- Print and mail to each recipient on letter

13. Email & Update Existing Case

E / RFS / RFS / HIS / Outlook

Admin Staff
- Provide ability to save RFS documents in existing Housing Case in HIS
- Provide ability to auto notify assigned Inspector
- Provide ability for the system to close out the RFS

14. Inspector Review

E / RFS / RFS / HIS / GIS / Outlook

Inspector
- Review new RFS in HIS or Outlook and existing case
- Review location in GIS
- Phone call or email, if necessary

15. Sched. Courtesy Inspection
- Yes → Inspection is Scheduled
- No → Continue Existing Enforcement

16. Continue Existing Enforcement

E / HIS / Outlook

Inspector
- Inspector Staff resumes enforcement under existing case
- Inspector enters activity results in HIS
- Inspector to have option to add email to documents

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Session 1:   Housing Code Enforcement – Tenant Housing Inspection Request To-Be Business Process

Solutions

Housing Inspection System (HIS)

Features & Functions:

1. Initiate Inspection Request: provide ability to:
- Submit a Request for Service (RFS) via a Tenant Portal
- Create a Tennant Account if they don't already have one
- Use address dropdown or alternative way to verify address matches the address in the system
- Create an RFS Number
- Require 'Agree to Disclaimer Notice' feature

2. Initiate Hardcopy Inspection Request: provide ability to:
- Enter hardcopy RFS data into HIS by staff
- If RFS incomplete, provide the ability to close the request and send auto email to Tenant

3. Review, Verify, & Assign: provide ability to:
- Check the request for completion
- Verify a valid address and unit numbers
- Verify an existing case based on property address
- Assign Area Inspector
- If RFS incomplete, close the request. Send auto notification to Tenant

4. Active Case: None.

5. Create New Case Number: provide ability to:
- Create a new case number after verifying there is no existing case
- Use HIS Excel to log and track cases
- Have case include data verified from RFS
- Close out the RFS when a new case number is created
- Download Real Quest Report, for property address, to HIS documents

6. Notify Area Inspector: provide ability to:
- Notify Inspector via an auto notification to schedule initial inspection
- Schedule initial inspection activity into Inspectors' Outlook calendar
- To enter a schedule inspection activity to software for Area Inspector for the next business day

7. Immediate Life Safety Hazard: None.

8. Inspection is Scheduled: provide ability to:
- Send Inspectors scheduled inspection notifications via workflow
- Schedule Initial inspection by assigned Inspector
- Enter inspection into Inspector's Outlook calendar
- Recognize initial inspection and forward auto notification of the Intent to Inspect Letter to Admin for review

9. Contact Complainant: provide ability to:
- None.

10. Contact Complainant: None.

11. Schedule Inspection within 10 Days: provide ability to:
- None.

12. Schedule Inspection within 3 Days: provide ability to:
- None.

13. Email & Update Existing Case: provide ability to:
- Save RFS documents in existing Housing Case in HIS
- Auto notify to assigned Inspector
- Close out the RFS

14. Inspector Review: provide ability to:
- Review new RFS, or Outlook, and existing case
- Review location in GIS

15. Sched. Courtesy Inspection: None.

16. Continue Existing Enforcement: provide ability to:
- For Inspector to enter activity results

17. Process Intent to Inspect Letter: provide ability to:
- Verify and edit information in Intent to Inspect Letter in the HIS database, which will be a template stored in HIS
- Print and mail to each recipient on letter

- Track records in a single software application
- Automate emails
- A submitted RFS form cannot be changed
- Assign Inspector based on address
- Auto closes RFS, creates new H case, RFS is child of H, H has copy of data from RFS case
- "Schedule Inspection activity" is auto assigned to H case
- H case's owner, address, contact, and concerns are auto copied from RFS

Forms
- Intent to Inspect
- Request for Service

Reports
- Intent to Inspect
- Real Quest Document
- Request for Service Document
- Total Number of Reactive Cases
- Total Number of Closed Reactive Cases
- Time to Close Reactive Cases
- Type of Closure
- New Active Cases per Assigned Inspectors
- New Active Cases per Assigned Areas
- Total Number of Initial Inspections

Integrations
- GIS
- Real Quest
- Outlook

Data Migration
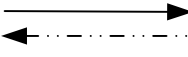- Accela, implemented in 2015

Session 2:   Housing Code Enforcement – Onsite Initial Inspection To-Be Business Process

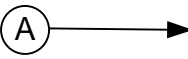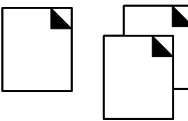| Symbol Legend |
|---|

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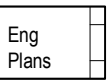
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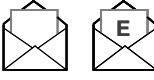
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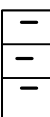
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
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Check **$**
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Digital Camera Symbol: indicates phots taken with a digital device.

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11. Roy Hernandez	Enterprise Architect	310-804-7565	roy.hernandez@thirdwavecorp.com

Session 2: Housing Code Enforcement – Onsite Initial Inspection To-Be Business Process

RFS | E-RFS | Real Quest | E-Intent to Ispect. Letter | Carplay / iMap | Accela / HIS

Prepare for Day's Inspections 1

Access Available 2 — Yes → **Owner Occupied** 3 — No → **Inspection** 4

Inspector
- Review email or phone cancellations
- List all upcoming daily inspections
- Change order of inspection by:
  - Location
  - Time
  - Address
  - Any order
- Remove completed inspections
- Show order of inspection in maps
- Change order in maps
- Route by iMap (iPhone)
- Connect to vehicle Carplay or navigation system
- Move to the next inspection after completion
- Indicate completed inspections on map
- Inspector will start inspection using a step by step set of instructions:
  - Grant Access
  - Identify Participants
  - Enter violation
  - Issue draft notice
  - Schedule reinspection
  - Identify results with corresponding actions

Inspector & Participant (Complainant, Tenant, PM, Owner, Contractor), Admin
- See Session 2

Cancel 5 (E / HIS / Outlook / Accela)

Supervisor Closure Approval 6 (E / HIS / Outlook / Accela) —(A)

Process Closure Letter 7 (E / Certif. Of Closure / Adobe / Word / HIS / Outlook / Accela / Excel)

Admin
- Auto generate Certificate of Closure Compliance Letter
- Edit letter if appropriate
- Mail letter to all recipients
- Automatically upload hardcopy to case file
- Log case closure into HIS Excel spreadsheet

Inspector & Participant (Complainant, Tenant, PM, Owner, Contractor)
- Inspector resolves inspection to "Cancel," which auto populates an activity note stating the case is being closed
- Send auto notification to Supervisor for case review

Supervisor & Inspectors
- Supervisor reviews
- Supervisor approves closure and an automated activity note is created for closure: Supervisor approves closure
- Send automated email to Admin

14 Day Response 10 — Yes → **Notify or Cancel** 12 — Yes → **Inspector Notifies Admin** 14 → **Send 2nd Initial Inspection Notification** 15

Inspector
- Notify Admin via automated email of 2nd Initial Inspection

Admin
- Mail out notification of Intent to Inspect to recipients

No Access 8 (Accela / HIS)

Door Hanger 9 (Accela / HIS)

Schedule 2nd Initial Inspection 11 (E / Accela / Outlook / HIS) [No from 14 Day Response 10]

Tenant Cancels 13 (E / Accela / Outlook / HIS) [No from Notify or Cancel 12] —(A)

Inspector
- Tenant and Owner absent or they deny access
- Note lack of access in HIS

Inspector
- Puts a door tag

Inspector
- Inspector schedules 2nd initial inspection
- Automated email sent to Admin
- After the 2nd initial inspection attempt, Inspector closes the case as "No Entry", and an automated email is sent to Admin (this only applies to H2)

Tenant, Inspector
- Tenant cancels the initial inspection
- Inspector closes the case
- Send auto email

Notes:
Carplay - Navigation System
iMap - Integrated map for phones which communicates with Carplay
Blitzz - remote video inspections

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Session 2: Housing Code Enforcement – Onsite Initial Inspection To-Be Business Process

RFS | E-RFS | Real Quest | E-Intent to Ispect. Letter | Carplay / iMap | HIS

Prepare for Day's Inspections 1

Access Available 2 — Yes / No

Owner Occupied 3 — No / Yes

Inspection 4

Inspector
- Review email or phone cancellations
- List all upcoming daily inspections
- Change order of inspection by:
  - Location
  - Time
  - Address
  - Any order
- Remove completed inspections
- Show order of inspection in maps
- Change order in maps
- Route by iMap (iPhone)
- Connect to vehicle Carplay or navigation system
- Move to the next inspection after completion
- Indicate completed inspections on map
- Inspector will start inspection using a step by step set of instructions:
  - Grant Access
  - Identify Participants
  - Enter violation
  - Issue draft notice
  - Schedule reinspection
  - Identify results with corresponding actions

Inspector & Participant (Complainant, Tenant, PM, Owner, Contractor), Admin
- See Session 2

E | HIS | Outlook

Cancel 5

E | HIS | Outlook

Supervisor Closure Approval 6

(A)

E | Certif. Of Closure | Adobe | Word | HIS | Outlook

Process Closure Letter 7

Admin
- Auto generate Certificate of Closure Compliance Letter
- Edit letter if appropriate
- Mail letter to all recipients
- Automatically upload hardcopy to case file
- Log case closure into HIS spreadsheet

Inspector & Participant (Complainant, Tenant, PM, Owner, Contractor)
- Inspector resolves inspection to "Cancel," which auto populates an activity note stating the case is being closed
- Send auto notification to Supervisor for case review

Supervisor & Inspectors
- Supervisor reviews
- Supervisor approves closure and an automated activity note is created for closure: Supervisor approves closure
- Send automated email to Admin

14 Day Response 10 — Yes / No

Notify or Cancel 12 — Yes / No

E | HIS | Outlook

Inspector Notifies Admin 14

E | Outlook | Adobe | Word | HIS

Send 2nd Initial Inspection Notification 15

Inspector
- Notify Admin via automated email of 2nd Initial Inspection

Admin
- Mail out notification of Intent to Inspect to recipients

HIS

No Access 8

HIS

Door Hanger 9

E | Outlook | HIS

Schedule 2nd Initial Inspection 11

E | Outlook | HIS

Tenant Cancels 13

(A)

Inspector
- Tenant and Owner absent or they deny access
- Note lack of access in HIS

Inspector
- Puts a door tag

Inspector
- Inspector schedules 2nd initial inspection
- Automated email sent to Admin
- After the 2nd initial inspection attempt, Inspector closes the case as "No Entry", and an automated email is sent to Admin (this only applies to H2)

Tenant, Inspector
- Tenant cancels the initial inspection
- Inspector closes the case
- Send auto email

Notes:
Carplay - Navigation System
iMap - Integrated map for phones which communicates with Carplay
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Session 2:   Housing Code Enforcement – Onsite Initial Inspection To-Be Business Process

Solutions

Features & Functions

1. **Prepare for Day's Inspections: Provide ability to:**
   - List all upcoming daily inspections
   - Provide ability for inspectors to set 1-5 day view
   - Change order of inspection by:
     - Location
     - Time
     - Address
     - Any order
   - Remove completed inspections
   - Show order of inspection in maps
   - Change order in maps
   - Route by iMap (iPhone)
   - Connect to vehicle Carplay or navigation system
   - Move to the next inspection after completion
   - Indicate completed inspections on GIS map
   - Inspector will start inspection using a step by step set of instructions:
     - Grant Access
     - Identify Participants
     - Enter violation
     - Issue draft notice
     - Schedule reinspection
     - Identify results with corresponding actions

2. **Access Available:** None.

3. **Owner Occupied:** None.

4. **Inspection: Provide ability to:**
   - Ability to save work in field if work in the field is interrupted
   - Highlight required activity of inspector:
     - Contacts
     - Identify participants
     - Violations
     - Schedule reinspection
     - Issue draft notice
     - Email notice
   - Verify, add, and revise contact information
   - Add violation into violation list:
     - Location
     - Category
     - Violation
     - Date Violation Observed, auto populated
     - Violation status (active, closed, compliance, closed and referred), auto populated
   - Add corresponding narrative
   - Add, revise, or delete photos under violation

5. **Cancel: Provide ability to:**
   - Inspector resolve inspection to "Cancel," which auto populates an activity note stating the case is being closed
   - Send auto notification to Supervisor for case review

6. **Supervisor Closure Approval: Provide ability to:**
   - Review
   - Approve closure, create an automated activity note for closure: approve closure
   - Send automated email to Admin

7. **Process Closure Letter: Provide ability to:**
   - Auto generate Certificate of Closure Compliance Letter
   - Edit letter if appropriate
   - Mail letter to all recipients
   - Upload hardcopy to case file
   - Log case closure into HIS spreadsheet

8. **No Access: Provide ability to:**
   - Note if tenant and Owner was absent or if they denied access in HIS

9. **Door Hanger: Provide ability to:** None.

10. **14 Day Response:** None.

11. **Schedule 2nd Initial Inspection: Provide ability to:**
    - Schedule 2nd initial inspection
    - Send automated email to Admin
    - After the 2nd initial inspection attempt, Inspector closes the case as "No Entry", and an automated email is sent to Admin (this only applies to H2)

12. **Notify or Cancel:** None.

13. **Tenant Cancels: Provide ability to:**
    - Allow tenant to cancel the initial inspection
    - Inspector closes the case
    - Send auto email

14. **Inspector Notifies Admin: Provide ability to:**
    - Notify Admin via automated email of 2nd Initial Inspection

15. **Send 2nd Initial Inspection Notification: Provide ability to:**
    - Mail out notification of Intent to Inspect to recipients

16. Inspectors are able to update Inspection status onsite
17. Dashboard

Reports
- Daily Inspections
- Certificate of Closure Compliance Letter
- Ad Hoc Reports

Forms
- Request for Service
- Contact Information

Integrations
- GIS
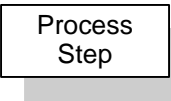- Real Quest
- Outlook
- Blitzz
- GIS to iMap

Data Migration
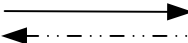- Accela, implemented in 2015

Session 3:   Housing Code Enforcement (HCE) – Initial Inspections To-Be Business Process

Symbol Legend

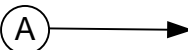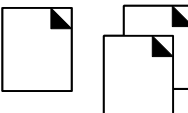**Customer symbol:** indicates an internal or external customer coming onsite to initiate or receive services.
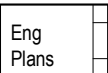
Process Step

Process step box symbol: indicates a step in a business process, Black is existing, Red is a step that have been eliminated, Blue a new step.

OK

Decision tree symbol: indicates Y / N options or decision in a business process.

Directional arrow: indicates the direction of a process on steps going forward, a dashed line indicates a feedback loop.

Electronic process directional arrow: indicates a process that is carried out electronically via workflow automation.

A

Continuation Symbol: Indicates when a process is broken on a single page, continues onto another page, or from a previous page.

Document Symbol: Black indicates existing document (hardcopy), Red is an eliminated document, and Blue is a new electronic document. Compound document indicates a package of documents.

Eng Plans

Envelope symbol: indicates a process step carried out by mail, internal or external correspondence. An "E: in the envelope indicates e-mail.

E

Envelope symbol: indicates a process step carried out by mail, internal or external correspondence. An "E: in the envelope indicates e-mail.

Adobe Pro

Existing database symbol: indicates an existing DB and / or a commercial off-the-shelf / custom developed application.

USB Flash Drive symbol: indicates the use of a thumb drive to backup or store data.

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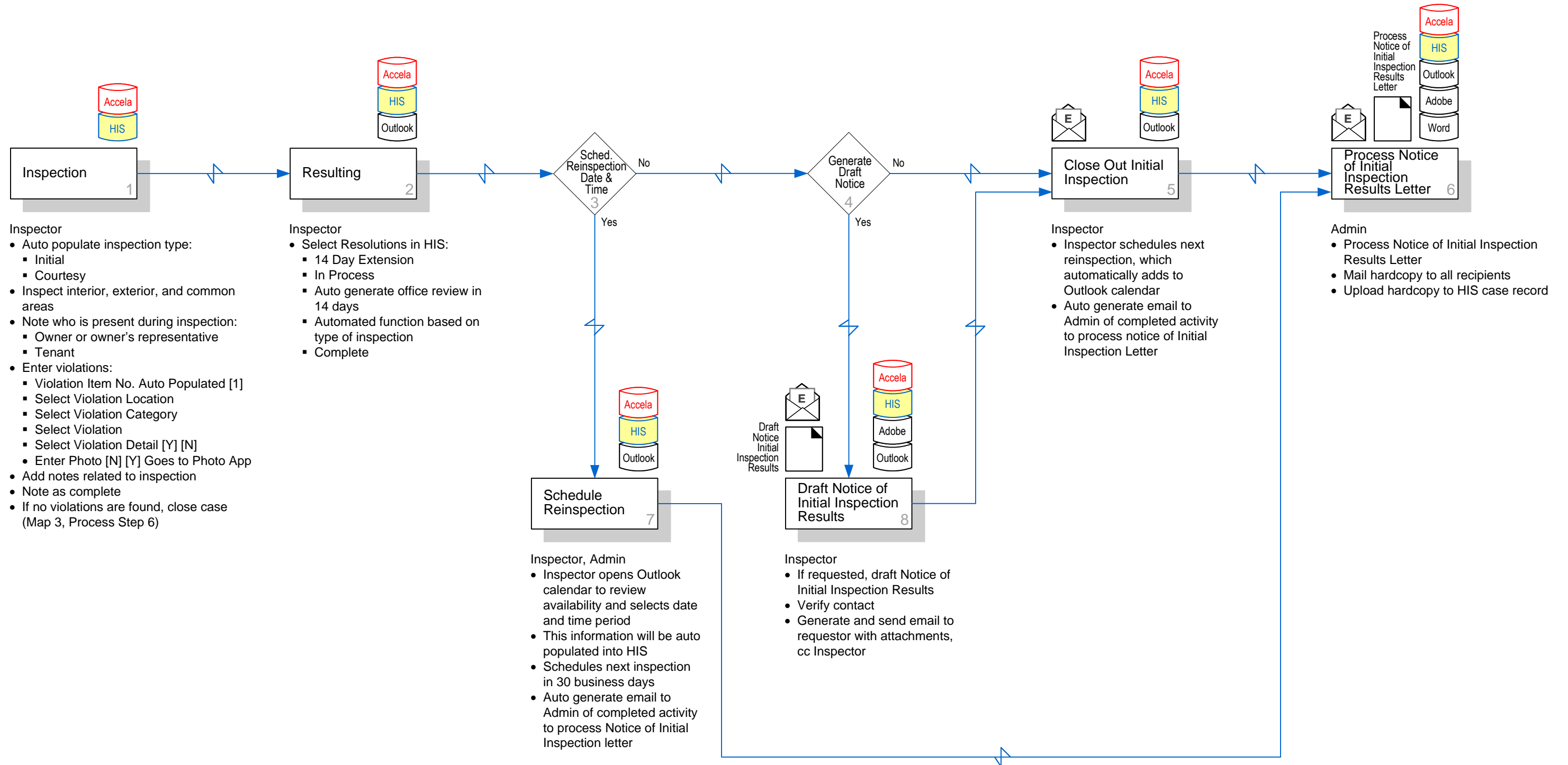
Check $

Credit Card, Check and Currency Symbols

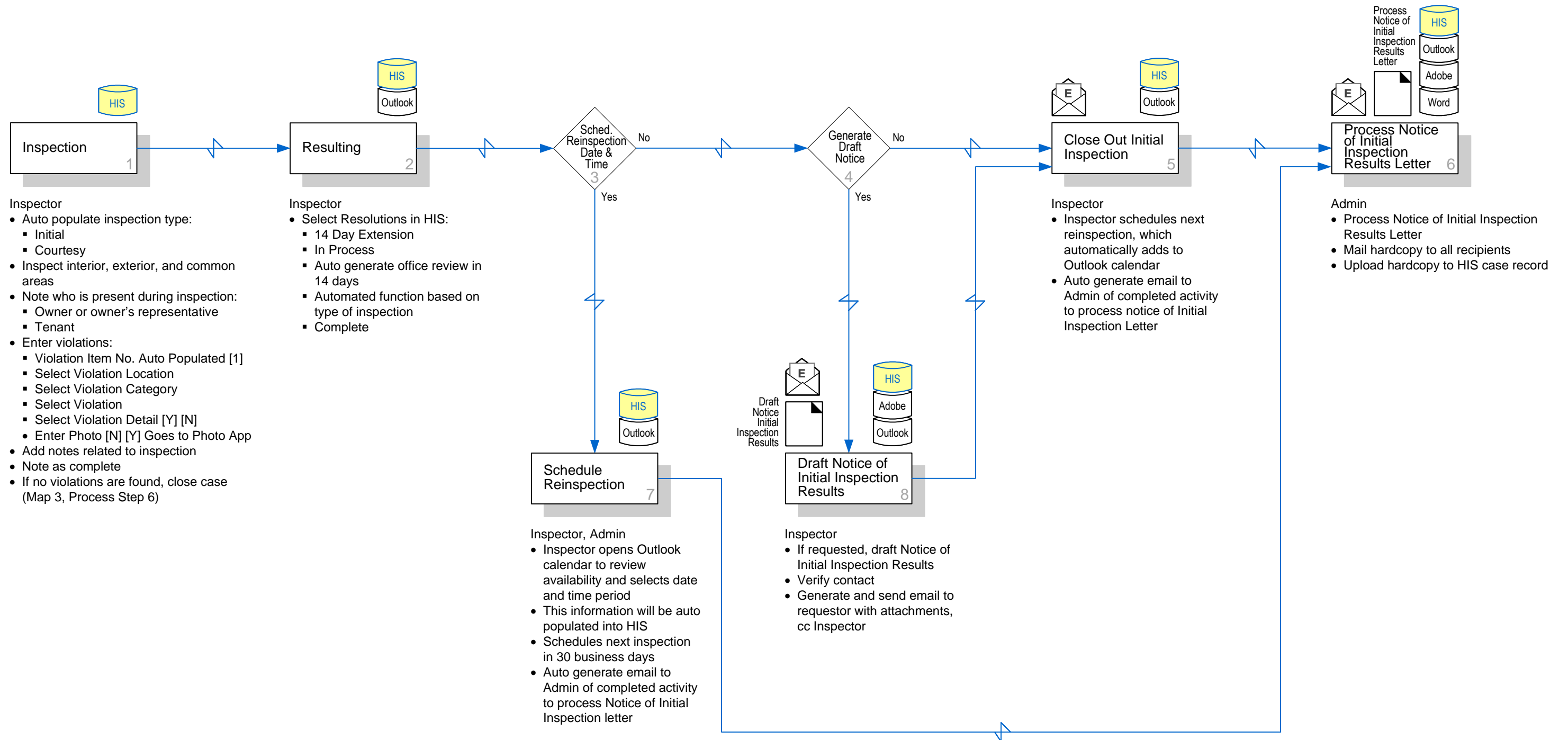**Digital Camera Symbol:** indicates phots taken with a digital device.

Attendees

Attendees Name	Title / Division	Phone	Email
1. Jenny McNulty	Resilient Buildings Program Manager		JMcNulty@berkeleyca.gov
2. Alene Pearson	Deputy Director of the Planning & Development Dept.		APearson@berkeleyca.gov
3. Thomas Sephton			TSephton@berkeleyca.gov
4. Eryn Blackwelder	Community Services Specialist II		EBlackwelder@berkeleyca.gov
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9. Julie Slivinski			JSlivinski@berkeleyca.gov
10. Aymee Barajas	ThirdWave PM	310-804-7565	abarajas@thirdwavecorp.com
11. Roy Hernandez	Enterprise Architect	310-804-7565	roy.hernandez@thirdwavecorp.com

Session 3: Housing Code Enforcement (HCE) – Initial Inspections To-Be Business Process

Inspection — 1

Inspector
- Auto populate inspection type:
  - Initial
  - Courtesy
- Inspect interior, exterior, and common areas
- Note who is present during inspection:
  - Owner or owner's representative
  - Tenant
- Enter violations:
  - Violation Item No. Auto Populated [1]
  - Select Violation Location
  - Select Violation Category
  - Select Violation
  - Select Violation Detail [Y] [N]
  - Enter Photo [N] [Y] Goes to Photo App
- Add notes related to inspection
- Note as complete
- If no violations are found, close case (Map 3, Process Step 6)

Resulting — 2

Inspector
- Select Resolutions in HIS:
  - 14 Day Extension
  - In Process
  - Auto generate office review in 14 days
  - Automated function based on type of inspection
  - Complete

Sched. Reinspection Date & Time — 3
- No
- Yes

Generate Draft Notice — 4
- No
- Yes

Close Out Initial Inspection — 5

Inspector
- Inspector schedules next reinspection, which automatically adds to Outlook calendar
- Auto generate email to Admin of completed activity to process notice of Initial Inspection Letter

Process Notice of Initial Inspection Results Letter — 6

Admin
- Process Notice of Initial Inspection Results Letter
- Mail hardcopy to all recipients
- Upload hardcopy to HIS case record

Schedule Reinspection — 7

Inspector, Admin
- Inspector opens Outlook calendar to review availability and selects date and time period
- This information will be auto populated into HIS
- Schedules next inspection in 30 business days
- Auto generate email to Admin of completed activity to process Notice of Initial Inspection letter

Draft Notice of Initial Inspection Results — 8

Inspector
- If requested, draft Notice of Initial Inspection Results
- Verify contact
- Generate and send email to requestor with attachments, cc Inspector

Rapid Workflow Process Modeling® Methodology - Patent Mark Registration No. 2,873,704 with the US Patent and Trademark Office, is a registered trademark of ThirdWave in the US and other countries.

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Session 3:   Housing Code Enforcement (HCE) – Initial Inspections To-Be Business Process

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  - Courtesy
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Resulting — 2

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- Select Resolutions in HIS:
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  - In Process
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Sched. Reinspection Date & Time — 3

No / Yes

Generate Draft Notice — 4

No / Yes

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Session 3:   Housing Code Enforcement (HCE) – Initial Inspections To-Be Business Process

Solutions

Housing Inspection System (HIS)

Features & Functions:

1. **Inspection: provide ability to:**
   - Auto populate inspection type:
     - Initial
     - Courtesy
     - If no violations are found, close case (Map 3, Process Step 6)
   - Inspect interior, exterior, and common areas and note inspections in HIS
   - Note who is present during inspection:
     - Owner or owner's representative
     - Tenant
   - Enter violations:
     - Violation Item No. Auto Populated [1]
     - Select Violation Location
     - Select Violation Category
     - Select Violation
     - Select Violation Detail [Y] [N]
     - Enter Photo [N] [Y] Goes to Photo App
   - Add notes related to inspection
   - Note as complete
   - If no violations are found, close case

2. **Resulting: provide ability to:**
   - Select Resolutions in HIS:
     - 14 Day Extension
     - In Process
     - Auto generate office review in 14 days
     - Automated function based on type of inspection
     - Complete

3. **Schedule Reinspection Date & Time:** None.

4. **Generate Draft Notice:** None.

5. **Close Out Initial Inspection: provide ability to:**
   - Inspector schedules next reinspection, which automatically adds to Outlook calendar
   - Auto generate email to Admin of completed activity to process notice of Initial Inspection Letter

6. **Process Notice of Initial Inspection Results: provide ability to:**
   - Draft Notice of Initial Inspection Results
   - Mail hardcopy to all recipients
   - Upload hardcopy to HIS case record

7. **Schedule Reinspection: provide ability to:**
   - Inspector opens Outlook calendar to review availability and selects date and time period and this information will be auto populated into HIS
   - Schedule next inspection in 30 business days
   - Auto generate email to admin of completed activity to process Notice of Initial Inspection letter

8. **Draft Notice of Initial Inspection Results: provide ability to:**
   - If requested, produce draft Notice of Initial Inspection Results
   - Verify contact
   - Generate and send auto email to requestor with attachments, cc Inspector

Reports
- Notice of Violation Letter
- **Reactive Reports**
  - Total Number of Reactive Cases
  - Total Number of Closed Reactive Cases
  - Time to Close Reactive Cases
  - New Reactive Cases per Assigned Inspectors
  - New Reactive Cases per Assigned Areas
- **Proactive Reports**
  - Total Number of Proactive Cases
  - Total Number of Closed Proactive Cases
  - Time to Close Proactive Cases
  - New Proactive Cases per Assigned Inspectors
  - New Proactive Cases per Assigned Areas
  - Type of Closure
- **Inspection Report (For Reactive and Proactive Cases)**
  - Total number of initial inspections
  - Total number of second initial inspections
  - Total number of office reviews
  - Total number of courtesy inspections
  - Total number of reinspection's
  - Total number of Secondary inspector
  - Total number of Schedule Inspection
  - Total number of Scheduled Meeting
- **Case Closure Report for Proactive and Reactive**
  - Total number of cases closed by inspector
  - Total number of cases closed by area
  - Time to close case
  - Average time to close case by inspector
  - Type of Closure
- **New Case Report for Proactive and Reactive**
  - Number of cases setup per area
  - Number of cases setup per inspector
  - Number of active cases per inspector
- Violations by Type
- Total Number of Violations

Forms
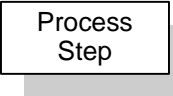- Contact Information

Integrations
- Outlook

Data Migration
Accela, implemented in 2015

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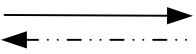
Session 4:   Housing Code Enforcement (HCE) – Onsite Reinspection To-Be Business Process
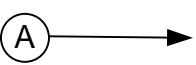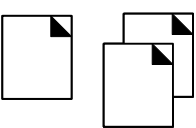
Symbol Legend

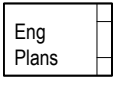Customer symbol: indicates an internal or external customer coming onsite to initiate or receive services.

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
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Credit Card, Check and Currency Symbols

Digital Camera Symbol: indicates phots taken with a digital device.

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10. Aymee Barajas	ThirdWave PM	310-804-7565	abarajas@thirdwavecorp.com
11. Roy Hernandez	Enterprise Architect	310-804-7565	roy.hernandez@thirdwavecorp.com

Session 4: Housing Code Enforcement (HCE) – Onsite Reinspection To-Be Business Process

1. Reinspection

Inspector
- Open violation list and inspect all items
- Enter compliance and auto populate date
- Enter appropriate data, based on type on inspection type:
  - Reinspection
  - Courtesy
- Note who is present during inspection:
  - Owner or owner's representative
  - Tenant
- Inspect new concerns
- Enter violations (Addendums):
  - Violation Item No. Auto Populated [1]
  - Select Violation Location
  - Select Violation Category
  - Select Violation
  - Select Violation Detail [Y] [N]
  - Enter Photo [N] [Y] Goes to HIS
- Add notes related to inspection
- Note as complete

2. Resulting

Inspector
- Select Resolutions in HIS:
  - 14 Day Extension
  - In-Process: auto generate office review
  - Automated function based on type of inspection
  - Complete no fee
  - Apply fees:
    - $400
    - $600
    - $800

3. Sched. Reinspection Date & Time — No / Yes

4. Schedule Reinspection

Inspector, Admin
- Inspector opens Outlook calendar to review availability and selects date and time period
- This information will be auto populated into HIS
- Schedules next inspection in 30 business days

5. Generate Draft NOV — No / Yes

6. Draft NOV

Inspector
- Produce draft NOV
- Verify contact
- Generate and send email to requestor with attachments, cc Inspector

7. Close Out Reinspection

Inspector
- Inspector schedules next reinspection, which will add automatically to Outlook calendar
- Auto generate email to Admin of completed activity to process Notice of Violation Letter
- If violations are compliant, send Admin auto email to close case

8. Process Notice of Violation Letter

Admin
- Process Notice of Violation Letter
- Mail hardcopy to all recipients
- Automatically upload hardcopy to HIS case record

9. Process Closure Letter

Admin
- Auto generate Certificate of Closure Compliance Letter
- Edit letter if appropriate
- Mail letter to all recipients
- Automatically upload hardcopy to case file
- Log case closure into Excel spreadsheet
- Generate case closure report in HIS

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Session 4:   Housing Code Enforcement (HCE) – Onsite Reinspection To-Be Business Process

1. Reinspection

Inspector
- Open violation list and inspect all items
- Enter compliance and auto populate date
- Enter appropriate data, based on type on inspection type:
  - Reinspection
  - Courtesy
- Note who is present during inspection:
  - Owner or owner's representative
  - Tenant
- Inspect new concerns
- Enter violations (Addendums):
  - Violation Item No. Auto Populated [1]
  - Select Violation Location
  - Select Violation Category
  - Select Violation
  - Select Violation Detail [Y] [N]
  - Enter Photo [N] [Y] Goes to HIS
- Add notes related to inspection
- Note as complete

2. Resulting

Inspector
- Select Resolutions in HIS:
  - 14 Day Extension
  - In-Process: auto generate office review
  - Automated function based on type of inspection
  - Complete no fee
  - Apply fees:
    - $400
    - $600
    - $800

3. Sched. Reinspection Date & Time — No / Yes

4. Schedule Reinspection

Inspector, Admin
- Inspector opens Outlook calendar to review availability and selects date and time period
- This information will be auto populated into HIS
- Schedules next inspection in 30 business days

5. Generate Draft NOV — No / Yes

6. Draft NOV

Inspector
- Produce draft NOV
- Verify contact
- Generate and send email to requestor with attachments, cc Inspector

7. Close Out Reinspection

Inspector
- Inspector schedules next reinspection, which will add automatically to Outlook calendar
- Auto generate email to Admin of completed activity to process Notice of Violation Letter
- If violations are compliant, send Admin auto email to close case

8. Process Notice of Violation Letter

Admin
- Process Notice of Violation Letter
- Mail hardcopy to all recipients
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9. Process Closure Letter

Admin
- Auto generate Certificate of Closure Compliance Letter
- Edit letter if appropriate
- Mail letter to all recipients
- Automatically upload hardcopy to case file
- Generate case closure report in HIS

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Session 4: Housing Code Enforcement (HCE) – Onsite Reinspection To-Be Business Process

Solutions

Housing Inspection System (HIS)

Features & Functions:

1. **Reinspection: provide ability to:**
   - Open violation list and inspect all items
   - Enter compliance and auto populate date
   - Enter appropriate data, based on type on inspection type:
     - Reinspection
     - Courtesy
   - Note who is present during inspection:
     - Owner or owner's representative
     - Tenant
   - Inspect new concerns
   - Enter violations (Addendums):
     - Violation Item No. Auto Populated [1]
     - Select Violation Location
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     - Select Violation
     - Select Violation Detail [Y] [N]
     - Enter Photo [N] [Y] Goes to HIS
   - Add notes related to inspection
   - Note as complete

2. **Resulting: provide ability to:**
   - Select Resolutions in HIS:
     - 14 Day Extension
     - In-Process: auto generate office review
     - Automated function based on type of inspection
     - Complete no fee
     - Apply fees:
       - $400
       - $600
       - $800

3. **Schedule Reinspection Date & Time:** None.

4. **Schedule Reinspection: provide ability to:**
   - Open Outlook calendar to review availability and selects date and time period, and auto populate into HIS
   - Schedule next inspection in 30 business days

5. **Generate Draft NOV:** None.

6. **Draft NOV: provide ability to:**
   - Produce draft NOV
   - Verify contact
   - Generate and send email to requestor with attachments, cc Inspector

7. **Close Out Reinspection: provide ability to:**
   - Inspector schedules next reinspection, which will automatically add to Outlook calendar
   - Auto generate email to Admin of completed activity to process Notice of Violation Letter
   - If violations are compliant, send Admin auto email to close case

8. **Process Notice of Violation Letter: provide ability to:**
   - Process Notice of Violation Letter
   - Mail hardcopy to all recipients
   - Automatically upload hardcopy to HIS case record

9. **Process Closure Letter: provide ability to:**
   - Auto generate Certificate of Closure Compliance Letter
   - Edit letter if appropriate
   - Mail letter to all recipients
   - Automatically upload hardcopy to case file
   - Generate case closure report into HIS

Forms
None identified.

Reports
- Notice of Violation Letter
- **Violation Report**
  - Violations
  - Total Number of Violations

Integrations
- Outlook

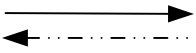**Data Migration**
- Accela, implemented in 2015

Session 5: Housing Code Enforcement (HCE) – Proactive Case Creation To-Be Business Process
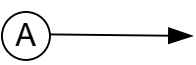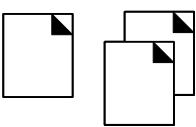
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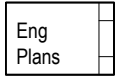Customer symbol: indicates an internal or external customer coming onsite to initiate or receive services.

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
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
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11. Roy Hernandez	Enterprise Architect	310-804-7565	roy.hernandez@thirdwavecorp.com

Session 5: Housing Code Enforcement (HCE) – Proactive Case Creation To-Be Business Process

Selection Process `1`

Admin
- Select properties using randomized area list in HIS then auto select properties on a cyclical basis Excel

Property Previously Selected or Exempted `2`
- No
- Yes

Select New Property `3`

Admin
- Update in HIS Excel spreadsheet and select a new property
- Check HIS Accela:
  - If property has an active HCE case, automatically remove from HIS batch
  - If last recent HCE case has been closed in the last 5 years. If not, automatically remove unit or Single Family Residence (SFR) from batch

Perform Proactive Case Research `4`

Admin
- Update selected property data & perform research
- Print RealQuest if owner meets criteria to be inactivated, update inactivation in HIS FUND$ and remove from selected batch
- Review HIS Print FUND$:
  - Owner Info: with mailing address of property owner
  - Detail Screen: Number of units being billed for the selected property
- Review Exception Form in HIS RealQuest & FUND$ Info:
  - If an Exemption E-form was submitted for all units remove property from batch
  - If RHSP property has not been billed annually in HIS (in FUND$ MR Module), remove property from selected batch
  - If property sold, remove from HIS batch
  - Verify units/addresses in HIS FUND$ and City's Rent Board/ Website

Proactive Cases Selected `5`

Admin
- List all selected properties into 20XX Proactive HIS Excel spreadsheet

Set Up Case `6`

Admin
- Set up case in HIS Accela and note new Case details in Inspector's Outlook Calendar with a schedule inspection activity for their review
- Auto generate email to inspector

Inspector Review Case `7`

Inspector
- Review case and schedule Initial Inspection in HIS and send automatic email to Admin staff next step activity to process Intent to Inspect Letter, a template in HIS
- Provide ability for HIS to set inspections automatically within certain parameters

Complete Case Set-up `8`

Admin
- Admin mails Notice of Intent letters to all recipients
- A week before the initial inspection, Admin staff sets up units cases pertaining to the selected case

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Session 5: Housing Code Enforcement (HCE) – Proactive Case Creation To-Be Business Process

1 — Selection Process

HIS

Admin
- Select properties using randomized area list in HIS then auto select properties on a cyclical basis

2 — Property Previously Selected or Exempted — No / Yes

3 — Select New Property

HIS

Admin
- Update in HIS and select a new property
- Check HIS:
  - If property has an active HCE case, automatically remove from HIS batch
  - If last recent HCE case has been closed in the last 5 years. If not, automatically remove unit or Single Family Residence (SFR) from batch

4 — Perform Proactive Case Research

Real Quest | Exception/Form | HIS

Admin
- Update selected property data & perform research
- Print RealQuest if owner meets criteria to be inactivated, update inactivation in HIS and remove from selected batch
- Review HIS:
  - Owner Info: with mailing address of property owner
  - Detail Screen: Number of units being billed for the selected property
- Review Exception Form in HIS:
  - If an Exemption E-form was submitted for all units remove property from batch
  - If RHSP property has not been billed annually in HIS, remove property from selected batch
  - If property sold, remove from HIS batch
  - Verify units/addresses in HIS and City's Rent Board/Website

5 — Proactive Cases Selected

HIS

Admin
- List all selected properties into 20XX Proactive HIS

6 — Set Up Case

HIS | Outlook

Admin
- Set up case in HIS and note new Case details in Inspector's Outlook Calendar with a schedule inspection activity for their review
- Auto generate email to inspector

7 — Inspector Review Case

E | Intent to Inspect Letter | HIS | Outlook

Inspector
- Review case and schedule Initial Inspection in HIS and send automatic email to Admin staff next step activity to process Intent to Inspect Letter, a template in HIS
- Provide ability for HIS to set inspections automatically within certain parameters

8 — Complete Case Set-up

Intent to Inspect Letter | Outlook | Word | HIS

Admin
- Admin mails Notice of Intent letters to all recipients
- A week before the initial inspection, Admin staff sets up units cases pertaining to the selected case

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Session 5:   Housing Code Enforcement (HCE) – Proactive Case Creation To-Be Business Process

Solutions

Housing Inspection System (HIS)

Features & Functions:

1. **Selection Process: provide ability to:**
   - Select properties using randomized area list in HIS, then auto select properties on a cyclical basis

2. **Property Previously Selected or Exempted:** None.

3. **Select New Property: provide ability to:**
   - Update in HIS and select a new property
   - Check HIS:
     - If property has an active HCE case, automatically remove from HIS batch
     - If last, most recent HCE case has been closed in the last 5 years. If not, automatically remove unit or Single Family Residence (SFR) from batch

4. **Perform Proactive Case Research: provide ability to:**
   - Update selected property data and perform research
   - Print RealQuest if owner meets criteria to be inactivated, update inactivation in HIS and remove from selected batch
   - Review HIS:
     - Owner Info: with mailing address of property owner
     - Detail Screen: number of units being billed for the selected property
   - Review Exception Form:
     - If an Exemption E-form was submitted for all units, remove property from batch
     - If RHSP property has not been billed annually in HIS, remove property from selected batch
     - If property sold, remove from HIS batch
     - Verify units/addresses in HIS & City's Rent Board/Website

5. **Proactive Cases Selected: provide ability to:**
   - List all selected properties into 20XX Proactive HIS

6. **Set Up Case In Accela: provide ability to:**
   - Set up case in HIS and note new case details in Inspector's Outlook calendar with a schedule inspection activity for their review
   - Auto generate email to inspector

7. **Inspector Review Case: provide ability to:**
   - Inspector reviews case and schedules initial inspection in HIS
   - Send auto generated email to Admin staff to do the next step activity and process Intent to Inspect Letter
   - Set inspections automatically within certain parameters in HIS

8. **Complete Case Set-up: provide ability to:**
   - Admin mails Notice of Intent letters to all recipients
   - A week before the initial inspection, Admin staff sets up unit cases pertaining to the selected case
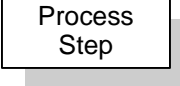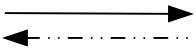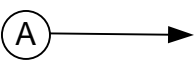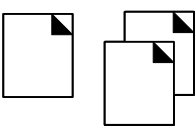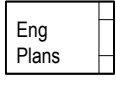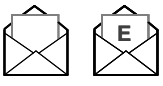
Forms
- Exception Form
- Intent to Inspect Letter

Data Migration
- Accela

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Session 6:   RHSP- Billing & Payments To-Be Business Process

Symbol Legend	

Attendees Name	Title / Division	Phone	Email

Customer symbol: indicates an internal or external customer coming onsite to initiate or receive services.

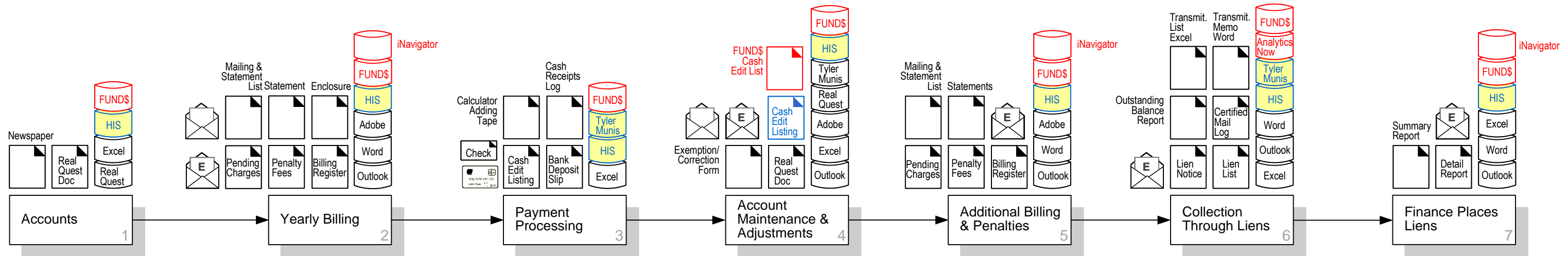**Process Step** — Process step box symbol: indicates a step in a business process, Black is existing, Red is a step that have been eliminated, Blue a new step.

OK — Decision tree symbol: indicates Y / N options or decision in a business process.

Directional arrow: indicates the direction of a process on steps going forward, a dashed line indicates a feedback loop.

Electronic process directional arrow: indicates a process that is carried out electronically via workflow automation.

A — Continuation Symbol: Indicates when a process is broken on a single page, continues onto another page, or from a previous page.

Document Symbol: Black indicates existing document (hardcopy), Red is an eliminated document, and Blue is a new electronic document. Compound document indicates a package of documents.

Eng Plans — Envelope symbol: indicates a process step carried out by mail, internal or external correspondence. An "E: in the envelope indicates e-mail.

Envelope symbol: indicates a process step carried out by mail, internal or external correspondence. An "E: in the envelope indicates e-mail.

Adobe Pro — Existing database symbol: indicates an existing DB and / or a commercial off-the-shelf / custom developed application.

USB Flash Drive symbol: indicates the use of a thumb drive to backup or store data.

Vertical file, box, binder and CD-ROM symbols: indicates existing hardcopy file storage, onsite / offsite document archives, or electronic file storage.

Credit Card, Check and Currency Symbols

Digital Camera Symbol: indicates phots taken with a digital device.

Attendees:

1. Jenny McNulty — Resilient Buildings Program Manager — JMcNulty@berkeleyca.gov
2. Alene Pearson — Deputy Director of the Planning & Development Dept. — APearson@berkeleyca.gov
3. Thomas Sephton — TSephton@berkeleyca.gov
4. Eryn Blackwelder — Community Services Specialist II — EBlackwelder@berkeleyca.gov
5. David Lopez — Building & Safety Division Manager — DLopez@berkeleyca.gov
6. Angel Sindayen — Housing Inspector Supervisor — ASindayen@berkeleyca.gov
7. Martha Ramos — Office Specialist III — MRamos@berkeleyca.gov
8. Andre Kidd — Office Specialist II — AKidd@berkeleyca.gov
9. Julie Slivinski — JSlivinski@berkeleyca.gov
10. Rajesh Kewal — Manager — RKewal@berkeleyca.gov
11. Marla Brignardello — Finance — MBrignardello@berkeleyca.gov
12. Agnes Celis — Finance — ACelis@berkeleyca.gov
13. Lisa Cronin — Manager, Administrative & Fiscal Services — LCronin@berkeleyca.gov
14. Bounthip Fuentecilla — BFuentecilla@berkeleyca.gov
15. Rosario Riche — RRiche@berkeleyca.gov
16. Brandy Sacks — BSacks@berkeleyca.gov
17. Emily
18. Aymee Barajas — ThirdWave PM — 310-804-7565 — abarajas@thirdwavecorp.com
19. Roy Hernandez — Enterprise Architect — 310-804-7565 — roy.hernandez@thirdwavecorp.com

Session 6:   RHSP- Billing & Payments To-Be Business Process

Annual Flat Fees

1. Accounts

RHSP Admin Staff
- Research if an account exists, needs to be created, or reactivated
- Utilize RealQuest and HIS FUND$ to see if an account exists for the property or the owner
- Create account in HIS

2. Yearly Billing

RHSP Admin Staff, Finance, Mailing Vendor
- Prepare Enclosures
- Contact Finance and Vendor
- Generate Reports in HIS:
  - Pending Charges
  - Penalty Fees
  - Billing Register
- Provide electronic mailing list HIS (iNavigator text file) to Vendor, and they generate and mail statement

3. Payment Processing

RHSP/PSC Accounting Office Specialist, 311, Finance Treasury
- Receive payment online by check or credit card over the phone
- Using an HIS online portal and payment processor
- Apply check payments in HIS FUND$
- Balance and batch up in HIS
- Prepare bank deposit for Treasury in HIS, and upload to Tyler Munis
- Credit card payments are applied in HIS FUND$ in other locations
- Treasury or Finance posts deposits into general ledger, and Billing will update AR after it gets posted in Tyler Munis
- Use Excel to track returned checks and charge backs

4. Account Maintenance & Adjustments

RHSP Admin Staff, Accounting Office Specialist, Finance Treasury & Billing, AP Associates, Property Owner
- Exemption/correction form received electronically via customer portal in hardcopy
- Allow for customer to update account and contact information through online portal
- Set up system to automatically review criteria in the request or review hardcopy request manually
- Allow staff to review the request
- Account adjusted as needed
- Update HIS FUND$:
  - Owner information
  - Number of units
  - Inactivate/Reactive account
- Charge back adjustments for credit cards and return checks in HIS, and the data uploaded into Tyler Munis
- Notify Owner if adjustment is declined via hardcopy letter
- Submit refund request via the online customer portal
- Process refund requests in Tyler Munis
- Respond to inquiries by email, phone and hardcopy letter

5. Additional Billing & Penalties

RHSP Admin Staff, Finance Billing, Mailing Vendor
- Two additional statements sent from the City to Property Owners
- Penalty fees assessed
  - First penalty is 10%, calculated by HIS
  - Second penalty is 40%, calculated by HIS
- Contact Finance and Vendor via email
- Generate Reports:
  - Pending Charges
  - Penalty Fees
  - Billing Register
- Provide electronic mailing list from HIS to Vendor, and they generate and mail statement

6. Collection Through Liens

RHSP Admin Staff, Planning Director
- Generate an Account Balancing report in HIS
- Prepare Lien List in HIS, export in Excel
- Research accounts in RealQuest and HIS FUND$
- Prepare Lien Notice
- Certified Mail Log in Excel
- Review appeals
- Send Transmittal Memo & List (Word) to Finance via interoffice hardcopy and a copy by email

7. Finance Places Liens

RHSP Admin Staff, Finance Revenue Collection
- Planning Finance:
  - Verify information in Excel, RealQuest, and HIS FUND$ for the account that was submitted by Planning
  - Apply lien charge
  - Manually adjust charges that will be liened
- Finance:
  - Upload liens into Tax system
  - Run preliminary reports
    - Summary Report
    - Detail Report
    - Send to dept for review and approval
    - Submit charges to County

Session 6:   RHSP- Billing & Payments To-Be Business Process

Reinspection

Fees Passed 8

RHSP Admin Staff
- Inspector results inspections and passes fees in HIS Accela

Fee Processing 9

RHSP Admin Staff
- Run Report of Passed Fees in HIS
- Identify new accounts
- Research if a master account exists
- Create account
- Fees are entered into FUND$

Monthly Billing 10

RHSP Admin Staff, Finance
- Contact Finance
- Generate Reports in HIS:
  - Pending Charges
  - Penalty Fees
  - Billing Register

Payment Processing 11

311, Finance Treasury
- Receive payment online by check (mail) or credit card over the phone
  - Using an HIS online portal and payment processor
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- Treasury or Finance posts deposits into general ledger, and Billing will update AR after it gets posted in Tyler Munis
- Use Excel to track returned checks and charge backs

Account Maintenance & Adjustments 12

RHSP Staff, Finance Treasury & Revenue Collection, AP Associates
- Billing Adjustment Request received hardcopy or online
- Review by staff
- Account adjusted as needed
- Adjustment due to misapplied payment
- Update HIS FUND$:
  - Owner information
  - Allow for customer to update account and contact information through online portal (require staff review)
  - Inactivate account
- Charge back adjustments for credit cards and return checks in HIS, and the data uploaded into Tyler Munis
- Notify Owner if adjustment is approved or declined via letter
- Process refund requests in Tyler Munis
- If adjustment is approved or denied, a copy is placed in the HIS Accela case file

Additional Billing & Penalties 13

RHSP Admin Staff, Finance Billing
- Monthly statement sent from the City to Property Owners
- Penalty fees assessed
- First penalty is 10%, calculated by HIS
- Second penalty is 40%, calculated by HIS
- Contact Finance via email
- Generate Reports:
  - Pending Charges
  - Penalty Fees
  - Billing Register

Collection Through Liens 14

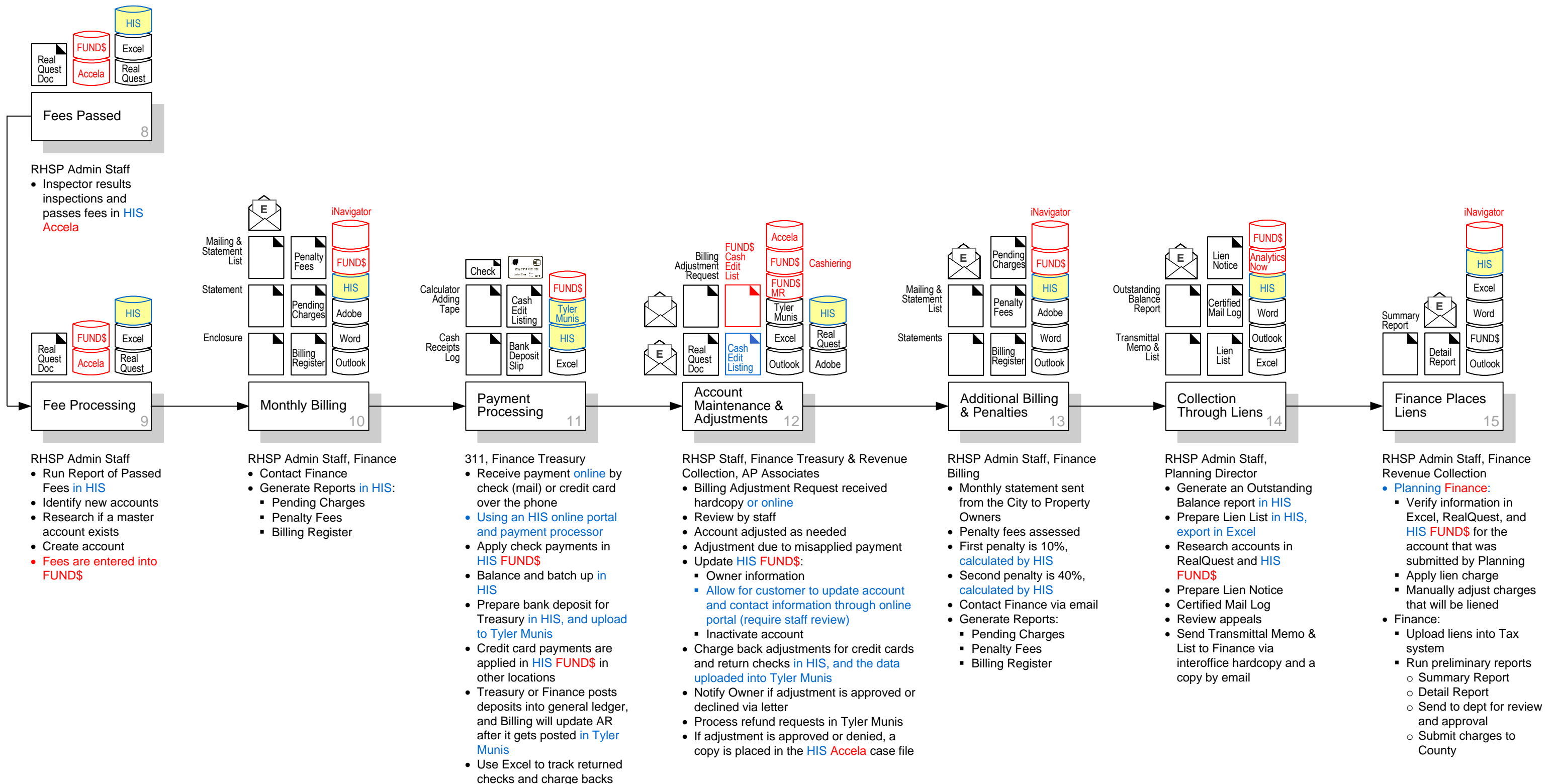**RHSP Admin Staff, Planning Director**
- Generate an Outstanding Balance report in HIS
- Prepare Lien List in HIS, export in Excel
- Research accounts in RealQuest and HIS FUND$
- Prepare Lien Notice
- Certified Mail Log
- Review appeals
- Send Transmittal Memo & List to Finance via interoffice hardcopy and a copy by email

Finance Places Liens 15

RHSP Admin Staff, Finance Revenue Collection
- Planning Finance:
  - Verify information in Excel, RealQuest, and HIS FUND$ for the account that was submitted by Planning
  - Apply lien charge
  - Manually adjust charges that will be liened
- Finance:
  - Upload liens into Tax system
  - Run preliminary reports
    - Summary Report
    - Detail Report
    - Send to dept for review and approval
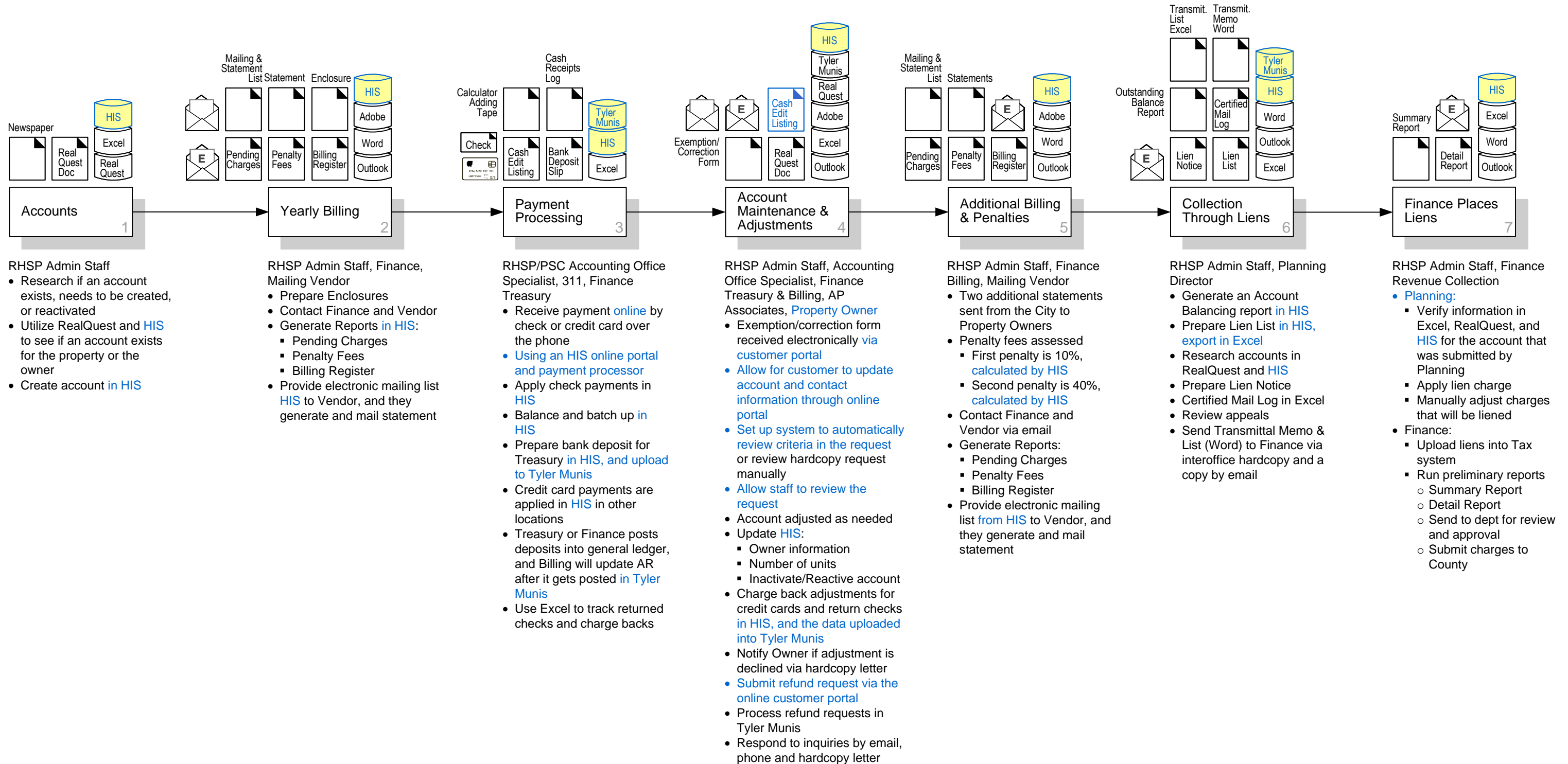   - Submit charges to County

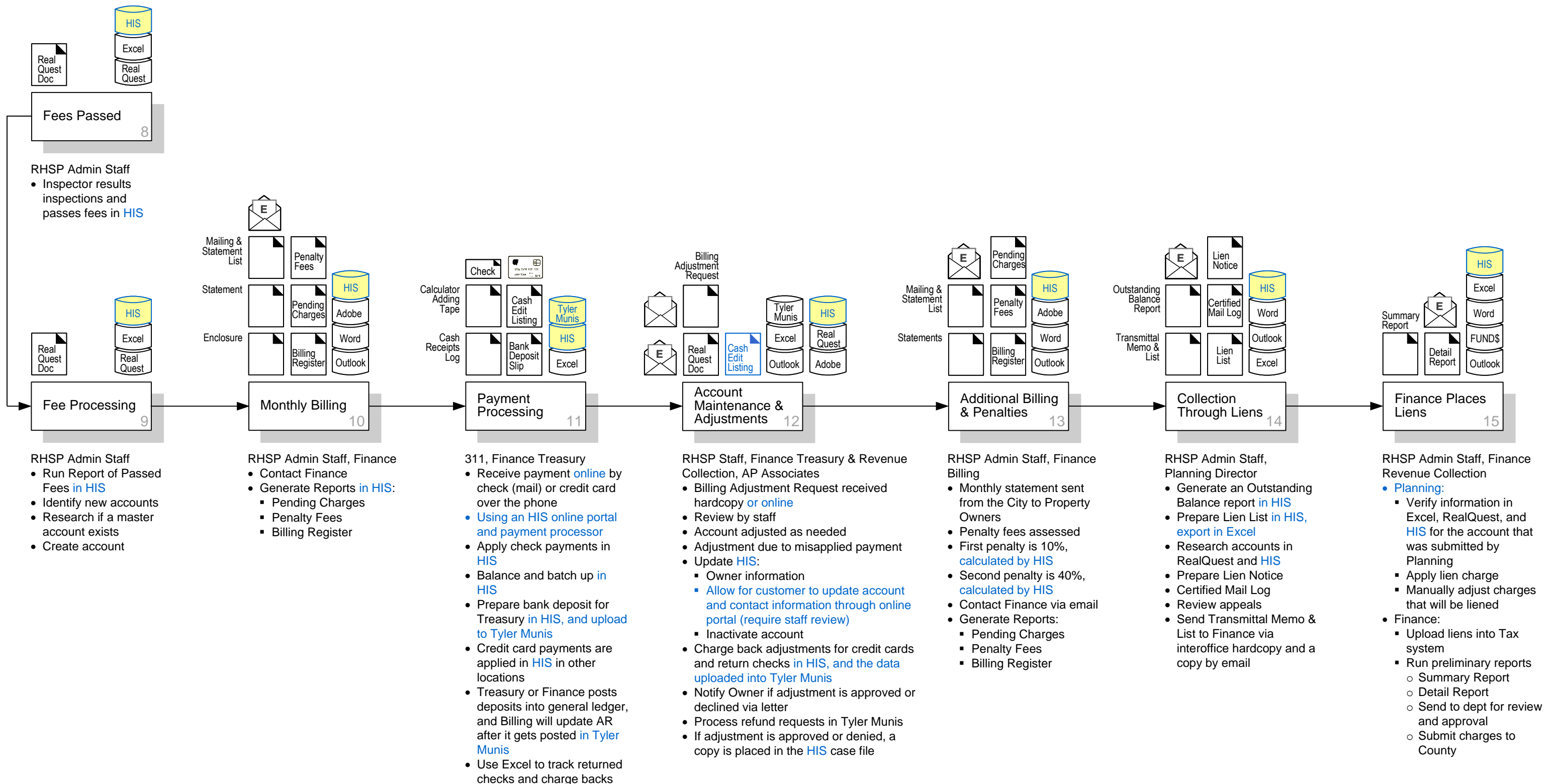# Session 6:   RHSP- Billing & Payments To-Be Business Process

Annual Flat Fees

1. Accounts

RHSP Admin Staff
- Research if an account exists, needs to be created, or reactivated
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- Create account in HIS

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RHSP Admin Staff, Finance, Mailing Vendor
- Prepare Enclosures
- Contact Finance and Vendor
- Generate Reports in HIS:
  - Pending Charges
  - Penalty Fees
  - Billing Register
- Provide electronic mailing list HIS to Vendor, and they generate and mail statement

3. Payment Processing

RHSP/PSC Accounting Office Specialist, 311, Finance Treasury
- Receive payment online by check or credit card over the phone
  - Using an HIS online portal and payment processor
- Apply check payments in HIS
- Balance and batch up in HIS
- Prepare bank deposit for Treasury in HIS, and upload to Tyler Munis
- Credit card payments are applied in HIS in other locations
- Treasury or Finance posts deposits into general ledger, and Billing will update AR after it gets posted in Tyler Munis
- Use Excel to track returned checks and charge backs

4. Account Maintenance & Adjustments

RHSP Admin Staff, Accounting Office Specialist, Finance Treasury & Billing, AP Associates, Property Owner
- Exemption/correction form received electronically via customer portal
- Allow for customer to update account and contact information through online portal
- Set up system to automatically review criteria in the request or review hardcopy request manually
- Allow staff to review the request
- Account adjusted as needed
- Update HIS:
  - Owner information
  - Number of units
  - Inactivate/Reactive account
- Charge back adjustments for credit cards and return checks in HIS, and the data uploaded into Tyler Munis
- Notify Owner if adjustment is declined via hardcopy letter
- Submit refund request via the online customer portal
- Process refund requests in Tyler Munis
- Respond to inquiries by email, phone and hardcopy letter

5. Additional Billing & Penalties

RHSP Admin Staff, Finance Billing, Mailing Vendor
- Two additional statements sent from the City to Property Owners
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  - Pending Charges
  - Penalty Fees
  - Billing Register
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6. Collection Through Liens

RHSP Admin Staff, Planning Director
- Generate an Account Balancing report in HIS
- Prepare Lien List in HIS, export in Excel
- Research accounts in RealQuest and HIS
- Prepare Lien Notice
- Certified Mail Log in Excel
- Review appeals
- Send Transmittal Memo & List (Word) to Finance via interoffice hardcopy and a copy by email

7. Finance Places Liens

RHSP Admin Staff, Finance Revenue Collection
- Planning:
  - Verify information in Excel, RealQuest, and HIS for the account that was submitted by Planning
  - Apply lien charge
  - Manually adjust charges that will be liened
- Finance:
  - Upload liens into Tax system
  - Run preliminary reports
    - Summary Report
    - Detail Report
    - Send to dept for review and approval
    - Submit charges to County

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Session 6:   RHSP- Billing & Payments To-Be Business Process

Reinspection

Fees Passed   8

RHSP Admin Staff
- Inspector results inspections and passes fees in HIS

Fee Processing   9

RHSP Admin Staff
- Run Report of Passed Fees in HIS
- Identify new accounts
- Research if a master account exists
- Create account

Monthly Billing   10

RHSP Admin Staff, Finance
- Contact Finance
- Generate Reports in HIS:
  - Pending Charges
  - Penalty Fees
  - Billing Register

Payment Processing   11

311, Finance Treasury
- Receive payment online by check (mail) or credit card over the phone
- Using an HIS online portal and payment processor
- Apply check payments in HIS
- Balance and batch up in HIS
- Prepare bank deposit for Treasury in HIS, and upload to Tyler Munis
- Credit card payments are applied in HIS in other locations
- Treasury or Finance posts deposits into general ledger, and Billing will update AR after it gets posted in Tyler Munis
- Use Excel to track returned checks and charge backs

Account Maintenance & Adjustments   12

RHSP Staff, Finance Treasury & Revenue Collection, AP Associates
- Billing Adjustment Request received hardcopy or online
- Review by staff
- Account adjusted as needed
- Adjustment due to misapplied payment
- Update HIS:
  - Owner information
  - Allow for customer to update account and contact information through online portal (require staff review)
  - Inactivate account
- Charge back adjustments for credit cards and return checks in HIS, and the data uploaded into Tyler Munis
- Notify Owner if adjustment is approved or declined via letter
- Process refund requests in Tyler Munis
- If adjustment is approved or denied, a copy is placed in the HIS case file

---

Additional Billing & Penalties   13

RHSP Admin Staff, Finance Billing
- Monthly statement sent from the City to Property Owners
- Penalty fees assessed
- First penalty is 10%, calculated by HIS
- Second penalty is 40%, calculated by HIS
- Contact Finance via email
- Generate Reports:
  - Pending Charges
  - Penalty Fees
  - Billing Register

Collection Through Liens   14

RHSP Admin Staff, Planning Director
- Generate an Outstanding Balance report in HIS
- Prepare Lien List in HIS, export in Excel
- Research accounts in RealQuest and HIS
- Prepare Lien Notice
- Certified Mail Log
- Review appeals
- Send Transmittal Memo & List to Finance via interoffice hardcopy and a copy by email

---

Finance Places Liens   15

RHSP Admin Staff, Finance Revenue Collection
- Planning:
  - Verify information in Excel, RealQuest, and HIS for the account that was submitted by Planning
  - Apply lien charge
  - Manually adjust charges that will be liened
- Finance:
  - Upload liens into Tax system
  - Run preliminary reports
    - Summary Report
    - Detail Report
    - Send to dept for review and approval
    - Submit charges to County

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Session 6:   RHSP- Billing & Payments To-Be Business Process

Solutions

Annual Flat Fees

Features & Functions

1. **New Accounts: provide ability to:**
   - Access HIS to see if an account exists for the property or the owner
   - Create accounts

2. **Yearly Billing: provide ability to:**
   - Generate Reports in HIS:
     - Pending Charges
     - Penalty Fees
     - Billing Register
   - Provide electronic mailing list to Vendor

3. **Payment Processing: provide ability to:**
   - Provide online portal
   - Receive online payment
   - Use a payment processor
   - Apply check payments
   - Balance and batch up
   - Prepare bank deposit for Treasury and upload to Tyler Munis
   - Apply credit card payments in other city locations

4. **Account Maintenance & Adjustments: provide ability to:**
   - Online customer portal:
     - Submit Exemption/Correction Form
     - Allow customers to update account and contact information
   - Automatically review criteria in the request
   - Adjust account as needed
   - Update:
     - Owner information
     - Number of units
     - Inactivate account
   - Charge back adjustments for credit cards and returned checks, then upload data into Tyler Munis
   - Submit refund request via the online customer portal

5. **Additional Billing & Penalties: provide ability to:**
   - Two additional statements sent from the City to Property Owners
   - Penalty fees assessed
     - First penalty is 10%, calculated by HIS
     - Second penalty is 40%, calculated by HIS
   - Contact Finance and Vendor via email
     - Generate Reports:
     - Pending Charges
     - Penalty Fees
     - Billing Register
   - Provide electronic mailing list from HIS to Vendor, and they generate and mail statement

6. **Collection Through Liens: provide ability to:**
   - Generate an Account Balancing Report
   - Prepare Lien List, export in Excel
   - Research accounts in HIS
   - Prepare Lien Notice

7. **Finance Places Liens:**
   - Planning:
     - Verify information in HIS for account submitted by Planning
     - Apply lien charge
     - Adjust charges that will be liened

Reports
- Pending Charges
- Penalty Fees
- Billing Register
- Cash Edit Listing
- Outstanding Balance Report
- Aging Report
- Lien List
- Certified Mail Log
- Transmittal Memo & List

Data Migration
- FUND$

Integrations
- Tyler Munis: Daily Cash Report
- Payment Processors

Reinspection

Features & Functions

8. **Fees Passed: provide ability to:**
   - Inspector results inspections and passes fees

9. **Fee Processing: provide ability to:**
   - Run Report of Passed Fees
   - Identify new accounts
   - Research if a master account exists
   - Create account

10. **Monthly Billing: provide ability to:**
    - Generate Reports
    - Pending Charges
    - Penalty Fees
    - Billing Register

11. **Payment Processing: provide ability to:**
    - Online customer portal:
      - Submit Exemption/Correction Form
      - Allow customers to update account and contact information
    - Apply check payments
    - Balance and batch up
    - Prepare bank deposit for Treasury in HIS and upload to Tyler Munis
    - Applied credit card payments are in other city locations

12. **Account Maintenance & Adjustments: provide ability to:**
    - Submit Billing Adjustment Request online
    - Ability for staff review
    - Adjust account as needed
    - Adjustment due to misapplied payment
    - Update:
      - Owner information
      - Allow for customer to update account and contact information through online portal (require staff review)
      - Ability to inactivate account
    - Charge back adjustments for credit cards and return checks, and upload data into Tyler Munis
    - If adjustment is approved or denied, place a copy is HIS

13. **Additional Billing & Penalties: provide ability to:**
    - Monthly statement sent from the City to Property Owners
    - Assess penalty fees
    - First penalty is 10%, calculated by HIS
    - Second penalty is 40%, calculated by HIS
    - Generate Reports:
      - Pending Charges
      - Penalty Fees
      - Billing Register

14. **Collection Through Liens: provide ability to:**
    - Generate an Outstanding Balance
    - Prepare a Lien List, export in Excel
    - Research accounts
    - Prepare Lien Notice
    - Review appeals

15. **Finance Places Liens: provide ability to:**
    - Planning:
      - Verify information in HIS for the account that was submitted by Planning
      - Apply lien charge
      - Manually adjust charges that will be liened

Reports
- Pending Charges
- Penalty Fees
- Billing Register
- Cash Edit Listing
- Outstanding Balance Report
- Aging Report
- Lien List
- Certified Mail Log
- Transmittal Memo & List
- Mailing & Statement List

Data Migration
- FUND$ MR
- Accela

Interface
- Payment Processors

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Exhibit P: Exterior Elevated Elements Screen

Submittal Information

Submittal Type 1	Submittal Date 1	Submittal Type 2	Submittal Date 2	Submittal Type 3	Submittal Date 3
--Select--		--Select--		--Select--	

Building Type 1	Submittal Complete 1		Submittal Complete 2		Submittal Complete 3
--Select--	○ Yes ○ No		○ Yes ○ No		○ Yes ○ No

Exemptions

☐ Elements DO NOT EXIST at this building

☐ This building is not R-1 or R-2 Occupancy

☐ No more than 2 units per building

Certification

Professional Name	Business Name	License Number	Type of Professional	Email Address
			--Select--	

Elements

☐ Balcony / Deck

☐ Guardrails / Handrails

☐ Stairway / Landings

☐ Walkways / Terraces

Materials

☐ Engineered Lumber

☐ Naturally Durable Wood

☐ Pressure Treated Wood

☐ Regular Sawn Lumber

☐ Steel

Inspection Date		Extension Granted Until

2nd Inspection Date		Extension Notes

check spelling

Corrective Work Required
○ Yes ○ No

Permit Required
○ Yes ○ No

Permit Finaled
○ Yes ○ No

Corrective Work Description and Location

check spelling
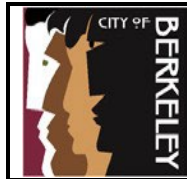
RENTAL HOUSING SAFETY PROGRAM (RHSP)
SELF-CERTIFICATION CHECKLIST
(Formerly Schedule A)
Website: www.berkeleyca.gov (*Search: RHSP*)

Property Address: (Please print legibly and use one form per address/unit.)	
Street Address:	Unit #:

	Pass	N/A
DOOR LOCKS		
All exterior doors open and close properly, latch and lock and unlock easily.		
All individual apartment entry doors have working deadbolts and entry knobs with dead locking latches.		
SMOKE DETECTORS		
Smoke alarms are installed in each sleeping room, outside of each separate sleeping area in the immediate vicinity of the bedroom(s), and on each occupiable story including basements and habitable attics.		
All smoke detectors work properly, are less than 10 years old, and the alarm sounds when tested.		
Hardwired smoke detectors have a functioning battery back-up.		
CARBON MONOXIDE ALARMS & DETECTORS *If the building contains a fossil fuel burning heater, appliance, fireplace or attached garage, carbon monoxide (CO) devices are required to be installed in accordance with local building standards and the manufacturer's installation instructions. See the floor plan in the notes for guidance on location.*		
Operational CO alarms are installed outside of all sleeping areas in the immediate vicinity of each bedroom, in a bedroom where a gas burning appliance is located and on each occupiable level inside the unit including basements and habitable attics. Alarms are current and have not expired per manufacturers date stamp on the unit.		
HEATING AND WATER HEATERS		
All heating equipment is operational, in safe working condition and properly maintained.		
The gas heater is operating normally and is provided with minimum combustion air.		
For buildings with a thermostat not under the control of the tenants, the temperature setting on the thermostat is set at 68°F minimum.		
All gas lines are free of leaks and any gaseous odors. (*Immediately report gas leaks or gaseous odors to PG&E and owner/manager*).		
All gas lines in the unit have accessible shut-off valves.		
Water heaters are installed correctly and meet the following requirements: (If the water heaters were installed prior to any of these code requirements, you may check N/A for those line items.)		
a) Earthquake straps are secured on the bottom ⅓ and the upper ⅓ portions;		
b) Water heater has a temperature and pressure relief valve. Rigid piping for the TPR valve is installed maintaining a downward slope terminating between 6 and 24 inches above grade;		
c) A drain pan is installed where damage from a leaking water heater may occur;		
d) The draft hood to the vent is secured with a minimum of 3 screws and the vent connector slopes upward maintaining a minimum slope of ¼ inch per foot;		
e) A bond wire is connected between the metal hot and cold water supply lines and gas piping.		
VENTILATION / WINDOWS		
Windows open, close and lock easily and can remain open.		
The windows required for egress in sleeping rooms open completely.		
If there are security bars on the required emergency egress window, ensure there is an operable quick release mechanism on the inside.		
All window glass is in good condition, free of damage and properly sealed at the edges.		
If bathrooms have fixed windows or no windows, verify the mechanical ventilation system is in working order.		
APPLIANCES		
All **built-in** appliances are in good working condition.		

	Pass	N/A
Gas stoves are free of odors indicating a gas leak and all indicator lights are working on electric stoves.		
ELECTRICAL WIRING		
Accessible electrical outlets, junction boxes and light switches are functional, secure and all have faceplates in good condition.		
There are no unprotected exposed electrical wires or electrical cables.		
All receptacles that have been replaced in the kitchen, bathroom, laundry, garage or in exterior weather-exposed locations, are Ground Fault Circuit Interrupter (GFCI) protected outlets.		
PLUMBING		
All faucets are in working condition and all handles, valves, diverters are free of leaks and visible damage.		
Hot and cold water have sufficient flow.		
All plumbing and sewer piping drain properly and are free of leaks.		
Toilets are secure in place, in good working condition and free of leaks.		
FIRE EXTINGUISHER (Building with 3 or more units only)		
Fire extinguishers are provided within a maximum travel distance of 75 feet.		
Each extinguisher has been tagged and serviced by a state licensed contractor within the last year.		
Each fire extinguisher is fully charged, operable and readily available for use.		
WEATHER PROTECTION		
Exterior walls, roofs and ceilings are free from leaks.		
HANDRAIL & GUARDRAIL CONDITION		
Handrails and guardrails are tightly fastened, sound and in good condition.		
INTERIOR STAIRWAY CONDITION		
Stairways, including treads, risers and landings, are in good condition, adequately fastened, with no damaged, missing or loose structural members.		
EXTERIOR ELEVATED DECKS, BALCONIES, STAIRWAYS OR WALKWAYS		
All elevated wood-framed and steel-framed decks, balconies, landings, stairway systems, walkways, terraces, guardrails, handrails, or any parts thereof in weather-exposed areas at the subject building did not exhibit signs of deterioration, decay, corrosion or similar damage that could pose a safety concern and there was no evidence of active water intrusion in concealed spaces of the inspected elements.		
WALKWAYS AND PATHWAYS		
All exit pathways and stairways are clear of open storage, trash and debris.		
All electrical fixtures providing lighting and directional signage for the common areas are in working condition.		
FLOORS & TRIP HAZARDS		
All floors and floor coverings are free of significant trip hazards due to damage or structural defect.		
The bathroom floor is finished with a non-absorbent material and is sealed to prevent moisture intrusion.		
ELECTRICAL PANELS WITH SCREW IN FUSES		
Are the fuses in the panel box that serve each unit rated at 15 amps or less?		
For fuse panels with 20 amps or larger fuses, the wiring is sized properly and is capable of handling the load or has been inspected by a licensed electrical contractor.		

ACKNOWLEDGEMENTS

☐ I certify I have inspected the aforementioned unit and the information above is true and correct. I acknowledge I am required to provide a copy of this Self-Certification Checklist to the tenant(s).

☐ I certify I was unable to inspect the aforementioned unit because the tenant(s) refused to allow entry. I agree to send a copy of this checklist to RHSP@berkeleyca.gov or RHSP | 1947 Center Street, 3rd Floor | Berkeley, CA 94704.

Name of Certifier (Please print): _____ **Relationship to Property:** _____

Owner or Manager Name_____

Mailing Address and Phone #: _____

Signature and Date: _____

INSTRUCTIONS:

All owners of residential rental housing are required to certify annually, by July 1st of each year, that their units meet minimum housing safety standards by using the City's Rental Housing Safety Program (RHSP) Safety Certification Checklist (Schedule A form). Please complete both pages. Owners should recognize that the Self-Certification Checklist is not all inclusive and that in addition to the items listed, owners are responsible for ensuring their rental units and buildings are in compliance with the applicable provisions of the Berkeley Municipal Code, specifically Title 19: Buildings and Construction.

- Provide a copy of this completed checklist to your tenant and keep the checklist in your files.
- If subject to a housing inspection, you are required to provide a copy of the completed Schedule A form at the scheduled inspection. Failure to provide a copy of the form will result in a fine of $200.
- Send copy of the form to the City <u>only</u> if the tenant has refused entry or upon request.
- Owners or tenants may request that the City to conduct an inspection in lieu of self-certification. However, if the City is unable to conduct this inspection, the owner is still required to self-certify.
- For additional information regarding the City's Rental Housing Safety Program:
    - Visit the website at <u>www.berkeleyca.gov</u> *(search: RHSP)*
    - Call (510) 981-5444; TDD (510) 981-7474
    - E-mail <u>RHSP@berkeleyca.gov</u>
    - Come into the Housing Code Enforcement office at 1947 Center Street, 3rd Floor in Berkeley.

RHSP NOTES:

DOOR LOCKS: Double cylinder deadbolts that use a key on both sides are prohibited by ordinance on all doors.
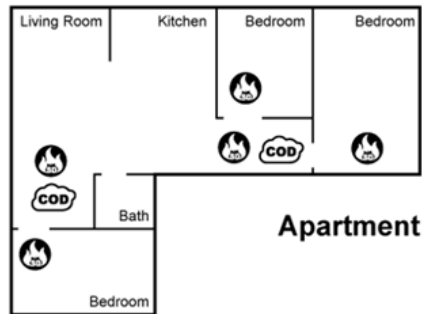
SMOKE AND CARBON MONOXIDE DETECTORS AND ALARMS: Smoke detectors that are replaced must have 10-year batteries and smoke alarms older than 10 years should be replaced with a 10-year battery life smoke detector. It is recommended to replace a carbon monoxide alarm upon expiration or after 10 years of service with a 10-year battery life carbon monoxide alarm.

Attics and Basements: If the attic is habitable, it should also have alarms in it.

<u>Is my underfloor area a basement requiring an alarm?</u>
The code requires a smoke and CO alarm in all basements. If there is an underfloor area in your building that has a finished floor surface, it qualifies as a basement. Areas that are strictly crawl spaces do not require an alarm. However, if the underfloor area is accessed through a door or stairway and could be used for storage, alarms should be installed.

HEATING: It is recommended that all heating equipment be inspected by a licensed HVAC contractor at least every 5 years.

PLUMBING:
- Stains on walls, ceilings, and floors often indicate water damage and/or an ongoing leak(s) that needs to be repaired.
- If the flow from the tap is less than the circumference of a #2 pencil (1/4 inch), it is not sufficient and may indicate a partially clogged pipe.

FIRE EXTINGUISHER: The date on the tag is the last inspection date and the unit is good for one year from this date.

ELECTRICAL PANELS WITH FUSES: If screw-based fuses greater than 15 amps are installed, an electrical danger may be present unless the wiring has been updated OR been evaluated by a licensed electrician and is capable of handling the current load. It is a potential fire hazard if the fuse size exceeds the limit of the associated wire size. The City strongly recommends you contact a licensed electrician if you are unsure about the proper fuses for the building or units.

BUILDINGS CONSTRUCTED IN 1960 OR EARLIER: If screw-based fuses greater than 15 amps are installed and the unit was built in 1960 or before, an electrical danger may be present unless the wiring has been updated OR been evaluated by a licensed electrician and is capable of handling the current load. The City strongly recommends you contact a licensed electrician if you are unsure about the proper fuses for the building or units.

Revised August 2022