all Chicago
making homelessness history

CASE STUDY

Executive Summary

all Chicago was launched to help end homelessness in the City of Chicago. all Chicago approached Property Inspect to solve their problem of inspecting properties at scale during the pandemic for their rapid rehousing program, and realized that our software could reduce property onboarding times and streamline the certification process by at least 50%. What started as a goal of on-boarding 500-600 properties is now at 2000+ properties on-boarded since July 2020, helping people experiencing homelessnees into long term housing.

Background

U.S. Department of Housing and Urban Development (HUD) has awarded millions in Continuum of Care (CoC) grants to more than 1,200 local homeless housing and service programs across the United States and Puerto Rico. CoC grants in its initiative to end homelessness in the United States.

Part of the HUD funding process includes standardised inspections of the property, but even before this is organised; municipalities need the correct documentation in place to be able to allocate funding. Once a property was identified, it had been taking as much as 90 days to move a property through the manual systems. With hand-written notes and individual pictures to take and store; this was a very protracted process.

Customer Profile

all Chicago's mission is to unite their community and its resources to ensure that a home is a reality for everyone, effectively combining immediate resources with long term strategies to address the complex issue of homelessness.

all Chicago prevents and ends homelessness through emergency financial assistance, community partnerships, data analytics, and training and research.

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"All of us at Property Inspect want HUD to succeed to reduce homelessness across the United States, and we're honoured to be part of the solution."

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The Challenge

Municipalities face a problem of being able to certify properties at scale for their rapid rehousing programme. all Chicago's processing of homeless applications was labour intensive taking up to 90 days to process a property. Time is precious when people are faced with living on the streets or in Shelters. So re-evaluating the process was critical to rehouse the vulnerable in a faster, more efficient way.

5000+

More than 5000 citizens of Chicago on any given night are facing homelessness.

Objectives

1 Reduce the time it takes to move someone experiencing homelessness into permanent housing.

2 Enable the landlord to carry out a self inspection via a simple to use template including adding date/time referenced pictures.

3 Enable the inspector to attend the property and complete the required template fields, add pictorial evidence and action points.

4 Ability to assign actions for issues to be identified and then assigned for work to be completed on the property prior to the tenant taking up occupation.

Solution

- Self Service Assessments by Owners / Landlords
- Live Video-based Inspections
- Certify and document rental properties at scale
- Produce 'fit for human habitation' reports in a consistent and compliant way
- Reduce administration, property onboarding times and tenant management
- Use App-based technology instead of paper checklists
- Store full historical logs and timelines for effortless compliance

Outcome

Property Inspect solves many of the current problems facing cities by streamlining the Rapid Re-Housing process at scale. Reducing the time and administration in completing inspections and reports, reporting problems faster, reducing staff training, automating notifications, auditing and compliance.

Working with all Chicago improving the documentation of property conditions, has helped us to build templates designed around the HUD process in a compliant and effective way.

Live Inspections allows a unit or property to be inspected remotely and live via our app from any location. By allowing units/housing to be inspected remotely this reduces both the costs and time frame for onboarding properties.

Structured time stamped property reports containing conditions, imagery and video providing accountability that the properties are safe, compliant and fit for habitation. This negates properties that are not fit for purpose and provides actionable information to improve the quality of properties within the process.

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