

CASE STUDY



Executive Summary

all Chicago was launched to help end homelessness in the City of Chicago. all Chicago engaged Property Inspect to solve their problem of inspecting properties at scale during the pandemic for their rapid rehousing program. The software streamlined the certification process and reduced property onboarding times by at least 50%. all Chicago far surpassed its original goal of on-boarding 500-600 properties and have onboarded 2000+ properties since July 2020. They have helped place 1,172 people experiencing homelessness into long-term housing, with a total of 1,281 housed or actively working through the process..

Background

The 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 is its initiative to end homelessness in the United States.

Part of the HUD funding process includes standardized inspections of the property, but even before this is organized; municipalities need the correct documentation in place to be able to allocate funding. Once a property was identified, it had been taking at least 90 days to move a property through the manual systems. It was a very time-consuming and lengthy process with paper forms and individual photos to take and store.

Customer Profile

all Chicago's mission is to unite their community and its resources to ensure that a home is a reality for everyone. They effectively combine 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.



The Challenge

Municipalities face a problem of being able to certify a higher volume of properties for their rapid rehousing program. All Chicago's inspection and application process was time-consuming and paper-based. It took up to 90 days to process a property, causing people experiencing homelessness to spend more time on the street or in shelters. It was critical to improve the process and rehouse the vulnerable in a faster, more efficient way.

5000+

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

Objectives

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

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

Enable the inspector to complete the required template fields, add photo evidence and action items.

Ability to report issues on the property and assign & complete work orders prior to tenant occupation.

Solution

- Self Service assessments by owners/landlords
- Live video based inspections
- Certify and document high volume of rental properties
- 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. It reduces the time and paperwork required to complete inspections and reports, allows problems to be reported faster, reduces staff training time and automates notifications, auditing and compliance.

Property Inspect worked with all Chicago to improve the documentation of property conditions. This had the additional benefit of building templates designed to be in compliance with the HUD habitability process. These templates are built into our platform and are readily available for other cities and municipalities to leverage.

Live Inspections allows a unit or property to be inspected remotely and live via our app from any location. This reduces both the cost and time frame for onboarding properties. It also allows inspections to be done more safely during the ongoing COVID-19 pandemic.

Time stamped property reports with imagery and video provide accountability that the properties are safe and compliant. This eliminates properties that are not fit for habitation faster, and provides actionable information during the process to improve the quality of properties.



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